



# VOICE OF MIBS

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## Core Team:

**Suhani Charles** (Editor-in-Chief)

**Krina Shah** (Content Curator & Designer)

# VOICE OF MIBS



Work From Home Edition



## Richard de Souza

CEO

In these unprecedented times, we are witnessing and becoming a part of a historic war waged against a virus, it isn't business as usual anymore, it's a time of great stress and uncertainty. In addition to the grave health concerns, we are also seeing a much wider impact on all of our lives, as well as the economy, understandably, there is a great sense of unease everywhere.

Words cannot capture the immense pride and gratitude I have for all of you, for what you have already done to weather this crisis and to get our company prepared to cope with this situation. All our employees seamlessly adapted to the WFH culture; it's your commitment and flexibility which has always given us the confidence that we can handle many challenging situations. We are convinced that we will overcome this one too. MIBS as a company is resilient our values always shine at difficult times.

It is in times of crisis that heroes are born. We would like to applaud one of our teams, they willingly accepted a challenge. It was their skills and commitment which helped the company adapt to a change in a regulatory requirement and deliver the required output within the shortest possible time frame.

Let me add a personal note. We are deeply concerned about few of our employees and their families who have unfortunately contracted the virus and are being treated for the same. We pray that the almighty may place his healing hand on these employees & their families and ensure speedy and complete recovery.

It's time to Turn the tide and unlock the new normal. A mind that is stretched by a new experience can't go back to old dimensions. Let's work together across all business verticals with flexibility, resilience, courage and a caring heart.

Stay well. Stay positive. This too shall pass.

# VOICE OF MIBS



**Work From Home Edition**



## Suhani Charles

**Editor-in-Chief**

Dear Readers,

As I write this, we are on the 102 day of the lockdown and well I for once don't realize what day of the week it is!! They all seem the same. I am sure a lot of people reading this will resonate with me. People have been documenting their life at home on social media accounts and sharing the 'realities of work from home', but people are also sharing the most unusual things they've learned while being cooped up at home. Google says 72% of people have either become master chefs at home or have been intensely working out (Irony is a part of the world is eating and other part is busy shedding those kilos) Some even thought that they attained eternal Nirvana 'when people started appreciating their wisdom & knowledge for movies in this lockdown and called up for recommendations. Yes, the lockdown has some amazing stories to tell us – both in our personal and professional lives. I don't think we all have ever been so excited about creating birthday collages, or baking homemade cakes, making videos, clicking pictures or even sharing the load at home together as a TEAM and yes teaming up together has helped us sail through the toughest times.

At a professional level too, we have been connected to each other digitally, working hard to ensure our businesses sustain the toughest times of all. Steve Jobs once said "Great things in business are never done by one person ; they're done by a team of people." and when each one of you contributes to your own respective verticals, you not only contribute towards your team's success but also the overall well-being and success of the organization.

In this edition of our Work from Home Newsletter, we bring you some amazing story that depicts our Mahindra Rise culture along with host of articles contributed by our very own talented team with some virtually connected moments.

Happy Reading to all of you! until we meet next time .

Tough Times don't Last , Tough Teams do !

“

*Great things in business are never done by one person; they're done by a team of people*



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## Sketches & Paintings

“

Art is not what one sees  
but what one can make  
others see.



Shradha Rajput (Solapur)



Trupthi Salian (Goregaon)



Sampada Chavan (Goregaon)



Aishwarya Dhanke (Solapur)

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My name is Adrija Chakrabarty. I am 11 years old. I love singing and drawing. I am a bit restless, but drawing helps me calm down and focus on the intricate parts of painting.



-Adrija Chakrabarty  
(D/O Riten Chakrabarty)

# VOICE OF MIBS

Work From Home Edition

## Work Culture at MIBS

At Mahindra Integrated Business Solutions, we have always believed in a culture where one works to challenge conventional thinking, innovate and drive positive changes to rise for the good. For MIBS, “People” are the most important asset. MIBS personifies the statement ‘People Matter’. The greatest asset of a company is its people. Culture is simply a shared way of doing something with a passion.” We at MIBS strongly believe in the three pillars of Mahindra Rise. The well governed group has the courage to dare and the capability to deliver.

### | Accepting No Limits

When we do not limit ourselves, great things happen. We push further to take risks, achieve goals and create prominence. We create an environment to promote a mindset that says “We Accept No Limits”. We push ourselves to seek breakthrough solutions with orientation for excellence. We can think big and deliver revolutionary products and services to our customers. We will go beyond conventional boundaries. It helps us in being adaptable and agile.

### | Alternative Thinking

When we accept no limits, it gives birth to an alternative thinking leading to innovation at work. Innovation has always been a core value at Mahindra, we have always encouraged and appreciated the efforts driven towards innovation. When we apply new approaches in our everyday work life, it helps in simplifying and moving onto being more efficient and effective. A fresh and diverse perspective will add value to our stakeholders.

### | Driving Positive Change

At Mahindra, we not only believe in task completion but also understand our customers’ needs and take it one step ahead to give that WOW factor to our clients to bring a positive change. We put our customers at the center and build strong relationships with them. Working hard is important but we remember to have fun too. We encourage a culture where there is no Boss but a Leader, no senior but a colleague and a friend who works together to learn and grow.

Mahindra’s has surely build a culture where one can be sure about the growth, support and Rise for good. To quote one of our employees “It’s the culture and employee-driven initiatives that sets Mahindra apart from any other organization”. Culture is about making people feel good about how they contribute to the whole. In my opinion, I have seen the cultural shift in the beginning few weeks of my tenure with Mahindra. Most of the previous organizations I have worked with have a culture of addressing your seniors with respect as Sir/Ma’am. So when I joined here it was by force of habit that I addressed my senior as “Sir”. I got an annoying stare from him and was

requested to address him by his first name. The incident was a refreshing change which instilled the positive culture that Mahindra has for its employees. Our leaders have introduced a culture where we have the freedom to speak and clarify our doubt with any of our seniors without worrying about their designations because they too believe in our three Pillars no matter which office you belong to or in which corner of the workplace are you seated. Culture is what motivates and retains talented employees. Company’s culture is the continuous pursuit of building the best, most talented, and happiest team we possibly can. At Mahindra’s we have always promoted a culture where we walk with a future vision of supporting each other and Rising for Tomorrow, Rising for Good.



-Lekhakh Thapa (Goregaon)

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**Work From Home Edition**



## **A Day In The Life Of A Smart Phone During Covid - 19**

Aaahhh!!! He's gone to sleep and has put me to charge. I can finally take in the electricity and charge myself for the hours that he sleeps. I wish he'd put me on Airplane mode. People have no idea when to send messages and call also nowadays!

Hi! I am my masters Samsung S7 Edge! Yes....100 points to you. I am a smart phone!



From the past 60 days, I have been working in overtime. My owner loves me a lot though. He cleans me up regularly, checks if I have got viruses and also checks if I have been updated with the newly released Andriod updates, not to forget, deleting the umpteen number of unwanted photos and videos and memes he gets suddenly now. I've been talking to my friends and I came to know about some virus that affects them badly too.

Our day starts with him browsing all the things I notify him about, and then he gets his DELLA (laptop) whom I am immensely jealous about, and imagine the nerve of him! He just turns the hotspot on, and leaves me! Gives all his attention to that DELLA!! And I must say, a lot of time and attention. I try to get his attention through the small dings I sound for him to notice me. That's the only way I can get him to notice little old me.

He comes, looks at me and then goes back to that DELLA of his....it is so irritating. Our relationship is ... how you humans would say "Its complicated". I keep pondering new ways to get him to notice me...Oh wait! Let me notify him about a girl messaging him on FB...he replies and leaves me alone again. It's the same with INSTAGRAM. NO LUCK! But Wait! He's holding me again! YAYYYY! Oh he's going through Netflix, oh, oh ohhh! He's downloading a series. This means he's mine for the night. Touché Della.

Yawnn! A lazy afternoon goes by and he hardly gives me any attention. I can see him dosing in his seat with his DELLA. Sheesh! How I hate her! Using my powers for her internet and ungrateful about it I must say. I will have my revenge!!! He does love me though, what will all the expensive casing he has put me in so that nothing can harm me.

He's scrolling and messaging everyone, this must mean he's done with work for sure! Oh! I'm on the bed with him and he's connecting his Bluetooth earphones to me. Oh he's calling someone and he doesn't sound like work. He's all soft spoken, funny and loving...hmmm! Is this another competition? Wait...let me get my friend NETWORK to help me....Yes! She can't hear him now. Mission successful!!

And once again we are done for the day. He cleans me up completely and puts me back to charge myself!

NEW DAY! Here we come!



-Austin DMello (Goregaon)

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## My Rise Story

### | Background

Presently, I am managing profile for “General Payments” which includes all the Service Related Invoices and at present invoices are processed manually. While processing these invoices one has to be very very cautious with respect to rates charged, approvals required, back up attached, GST eligibility, creation of GST liability, statutory payments etc. In normal course of day, one can process at the most 70 invoices even after stretching to the max as there are other chores to do.

### | Accepting No Limits

As we all know, we are presently going through the tough situation of COVID-19 across the world. India observed “Janta Curfew” on 22nd March, 2020 and later on 24th March, 2020 it was decided to observe full-fledged Lock down -1.0 till 14th April,2020. So at the plant level it was decided that all the services related i.e contractors invoices shall be submitted to Accounts on 23rd March,2020 without fail so that accounts can process all the Invoices. However, we only had a single day to process all the invoices. We were given the “Emergency Services” Card in order to commute to office and enter the plant. When we (me and my colleagues) actually reached office, we saw there were 467 invoices to be processed in a day. Prima facie it seemed like an impossible task to perform. But like they say, impossible itself says, I am possible. We started our work and it was like a challenge for us. We ensured all necessary controls and checks were done while processing the invoices and we did this well within our time. Of the entire lot, only 58 invoices were left and these again were due to some issues in the invoice. Our Seniors also acknowledged our efforts.

### | End Result

When we work for organization and literally follows its principles, everything falls in place. Of course it does take efforts, hard work and smart work. This was a new experience by itself -breaking the barriers and challenging the traditional thought process.

“

*Dear Jairaj & Anil,*

*This is a remarkable performance.400+ bills between both of you in a single day is too good. You have truly lived our rise spirit of “Accepting no limits”. In these testing times with the team efforts of Jairaj, Anil, Ananta & Vivek we were able to achieve zero physical bills pendency. Only bills with error / issue remain which we will have to subsequently take up with operations.*

*Keep it up! Stay safe.*



-Jairaj Nassikar (Nashik)

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## Working In and After COVID 19 -Accepting No Limits

### | The Past

Few years back or even a year back most of the organization would have relented to the idea of moving their entire workforce to work from home. Barring a few IT companies and for an organization like us the answer would be in capital 'NO'. Yet there remains a long list of common myths and misconceptions and it's easy to see how and why this can happen especially in a world where staff went from working onsite to working from home practically overnight. Some of the mind block that organization have are

- a) That an office environment is the most productive environment
- b) you can always have better control when entire team is working under single roof
- c) Associate working from home would not do justice to their work
- d) It is not possible from technology point of view to have entire workforce working from home as applications are not accessible outside organization

Even today, when the cloud infrastructure is a pertinent solution for hosting all application, organization have still not used technology to the fullest, hence that's why most of the bigger players in the market haven't been able to function from home during this period. When most of the organization were working to maximize business and close the financial year on high. A sudden unforeseen situation changed everything right from the economy to working culture to health of the workforce- it was a Pandemic called CORONA VIRUS. The national and the state government were trying their best to find out ways and means to reduce impact and spread of Corona Virus. Private Companies were asked to figure out on ways in maintain social distancing at office workspace and ensure workforce is limited to only 30%. This got MIBS leadership team put on their thinking caps and figure out ways of implementing the same.



All brainstorming led to multiple thoughts like Options 1- Can we work in two shifts? Option 2- Is it better to ask people to work alternate days than two shifts?

And by the time we thought it was sorted and we were ready, another news made all our planning go down the drain, the news on 23rd March 2020 was that the entire Nation would be under lockdown till 31 March. The word lockdown became like the most used word amongst everyone. Suddenly everything was blank we didn't know whether we were prepared to handle this situation – knowing that all of this was so sudden. This not only challenged our thought process but also our capability of handling the situation and let go of the initial apprehensions to find alternatives. Like they say -

**“Humans resist change if it disturbs their routine and grudgingly accept it only after it starts to threaten their existence.”**

When certain organization were struggling to work, we at MIBS were able to find alternatives to keep our business running with zero impact on our business verticals be it Finance & Accounts, Human Resource, Payroll or even Customer Engagement. Rise Against all odds –let me tell you how we managed to pull this off.

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### The Present

The mayhem after the sudden announcement of lockdown and its implementation from same day midnight gave us a little time to chalk out strategy to get the entire workforce to function from home. It was necessary to define steps and take actions. What was required was to overcome challenges and ponder upon the below

- Do we have systems for all associate to work from home?
- Can we identify critical resources from each process?
- We Should identify processes that can function and cannot function at all.
- Access of Application outside organization domain
- Provide Secure access to all application

### Device Arrangement:

Not all our workforce on our organization use laptops some sites like Goregaon have all employees using laptops whereas Kandivali and Primarily Solapur most of the workforce use desktops.

At Kandivali & Solapur Offices, associates who were critical and would require working from home were given laptops and configured according to processes. Since the stock of system was limited the other alternative was to use personal laptops with secure access these were also configured as per processes.

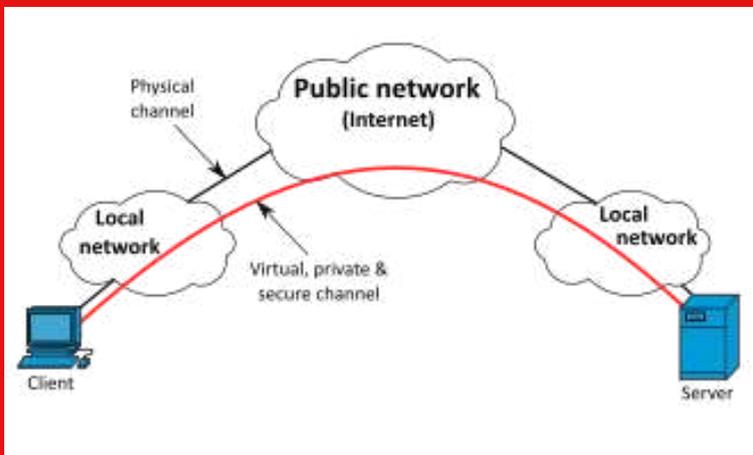
### Providing Application Access:

MIBS being service oriented organization it was necessary to ensure that services offered to the client are not hampered during lockdown period. Most of our associates work on client applications and hence it was more challenging to co-ordinate with client to provide required access to ensure seamless functioning from home. For critical functions like Payroll, F&A and Contact Centre, application access was provided through VPN (Virtual Private Network) or VDI (Virtual Desktop Infrastructure). Quick changes were made by adding Mobile module to dialer application which enabled contact centre associates to use their mobile phone for dialing and answering calls.



### Secure Access:

Access to applications were given through Virtual Private Network which uses secure channels to connect to application from outside office space. Another method like Virtual Desktop Infrastructure was also used which helped associates to connect with application server remotely through citrix application. This ensured data security was always maintained.



### Team Connect & Client Meetings:

Staying connected with your team and clients virtually was very important since all were functioning from home. With teams connect we made that possible. It was also important to check the productivity of the associates and processes and hence we used tools like Microsoft Teams, WebEx to connect with team and made sure that the work was completed within deadline ensuring maximum productivity.

By challenging the unchallenged and finding alternatives, MIBS is currently servicing all clients for all their verticals (Finance & Accounts, Payroll, Human Resource or Customer Engagement) without any hindrance since the lockdown.

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### | The Future

An unforeseen and extraordinary situation requires extraordinary steps to keep business working. All the myths – preconceived notion mentioned above have all been tarnished and a new “Normal” is created. “Normal” is a way of working where organization have now realized work from home is not a difficult task. Most of the IT organization are now considering shifting some part of the workforce to function from home in future. A McKinsey research paper claimed “80% of people questioned

had been before and 28 % that they are as productive as they were in office. The Work from Home (WFH) culture is here to stay! What began as a mark of precaution in many companies prior to the outbreak of Covid-19 in India, is set to be the norm for the coming times. It is important for MIBS to identify the most important processes for each vertical and re-envision them completely.



MIBS needs to re-engineer how they work and identify what can be done remotely and define roles accordingly

- a) Fully Remote
- b) Hybrid Remote
- c) On Site (not eligible for remote work)



One Step Ahead on Technology front would be to focus more on:

- Robotic Process Automation and process automation
- Moving to Cloud infrastructure & hosting application on cloud
- Data virtualization
- More usage of collaboration software like Microsoft team, WebEx etc.

- Data Security & Network security will be most essential as workforce would use personal Internet connection which could to be potential threat for malware and Virus Attack etc.
- Possibilities of moving to BYOD (Bring Your Own Device) culture.

Present situation has given MIBS enough time to reinvent organization as whole, redefine role, create better experience for talent, improve collaboration, productivity and reduce costs.



-Sanket Deshpande  
(Head IT & Process Excellence)

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## Once a Numismatist, Always a Numismatist

I have always been a Numismatic. wondering what it means “Someone who has a flair for collecting coins. I started this hobby at the age of 6 and had a liking towards collecting coins with pictures (commemorative coins) I collected the same in Liril Powder box with a small hole in it. Most of the kids of our generation used this technique for piggy bank. During this time 1 rupee, 50 paise, 20 paise, 10 paise even 5 paise were in circulation with different shapes and sizes. As a child I was overwhelmed with the sound of coins on shaking the powder box vigorously and that sound made me felt like a king of treasures.

With age I started collecting newly printed 1 rupee, 2 rupee and 5 rupees note. However, as time passed and when I was graduating life got too caught up and I lost the enthusiasm of collecting coins. However, one of my colleagues from my previous organization once showed me some mixed coins of British era and post-Independence Indian coins, and my eyes lit up. This was after 15 years and it immediately reminded me of my childhood treasures. The next thing I did was rang up my Baba (As I fondly called him, and every bong child calls his Father 😊) and asked him whether we still had these coins. Baba’s response was positive I was glad he had treasured my memories in the same box with utmost care. My emotions and happiness couldn’t have been explained when I heard these words from him.

To my surprise I found most of the commemorative coins were already in my collection right from 1971 and many of these notes were in UNC (uncirculated) condition. Seeing my reviving interest my baba gave me more notes and some British era coins. With those in hand, I started researching more on coin collection, as I began gaining expertise I realized that collection of notes should be according to the Reserve Bank governor and I can proudly say I have full set 1 rupee note and 2 rupees note in UNC condition.



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## 'PIG' Elephant



## Regular Elephant



I also collected many British era coins right from 1835, like one rupee, half rupee, one fourth rupee, 2 annas. As a dilettante, I must share some facts with you, during George V regime 5000 and 10000 rupees note were introduced and 2 rupees 8 annas notes (that means 2.5 rupees) were also introduced but it hardly got circulated.

A 1 rupee coin of 1911 was known as pig coin because the trunk of the elephant in king's necklace in the impression of the king's picture was so small it looked like pig realizing this British ruler immediately asked for withdrawal and melting of those coins. But I was lucky I own one such coin. Whenever I feel sad or feel downhearted, I open my box of treasures and see my collection- it makes me feel on top of the world like a king with huge treasure.



-Riten Chakrabarty  
(Chief Financial Officer)

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## Photography



We are making photographs to understand what our lives mean to us.

— Ralph Hattersley



- Varad Wazalwar (Nagpur)



- Suhani Charles



- Saurabh Agashe (Kandivali)



- Abhinav Bapat (Nagpur)

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## Cheers To Our Heroes!

In these difficult times, our payroll team won hearts of our client with their continuous efforts and hardwork. Here is what a leading global company who is our client on the payroll business vertical had to say:

“

*Thanks for all your efforts and support in partnering with us for the salary rationalization survey.*

*The support you extended through pro-activeness at initial stage, preliminary testing of the functionality, helping us create an employee-friendly User Manual, support and availability on calls and emails, continuous proactive approach and query-resolution at minimum TAT post launch of the survey- made it simpler and easy for employees to take the survey.*

*Thanks again for all your efforts.*

### | Meet The Team



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## आज फिर

आज फिर किसी ने कुर्बानी दी  
आज फिर एक योद्धा की जान गयी,  
आज फिर कुछ आँखें रोयी  
आज फिर किसी की दुनिया खोयी,  
आज फिर किसी के माँग का सिंदूर धोया  
आज फिर कोई बच्चा अपने बाप को खोया  
आज फिर गम के बादल छाए  
और आज फिर वो अपने देश के काम आए  
इसी उम्मीद में की ये अंधेरा छँटेगा  
और एक नयी सुबह आएगी  
आने वाला कल,  
एक नयी रोशनी लाएगी।

Dedicated to all the policemen and doctors who are working effortlessly for this country and its people.



-Rajkumar Kohli (Goregaon)

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## पहली मुलाक़ात

जब तुम मिले एक शाम को कुछ सहम सा गया था, मोहब्बत थी या कोई झूठा सा वहम था।  
मै राह चल रहा था एक पथिक की तरह, पर सांस कह रही थी ये तेरा अच्छा करम था।।  
उम्मीद थी की उनसे फिर मुलाक़ात होगी, चलता गया मै अपने मंजिल की तरफ।  
एक सवेरा नया था अभिलाषा बहुत थी संगीत भी नई थी और सरगम नया था।।

धिरे धीरे से ठंडी हवा गा रही थी, यही है ओ जिसे मेरी जिंदगी तलाश कर रही थी।  
किया था इंतज़ार जिसका मुसाफिर की तरह, वही आज मेरी नींदें चुरा रही है।।  
सोचा की उसे अभी बोल दूँ छुपाये हुये इस दिल की आरजू।  
सहम सा गया था उन्हें देख कर मै जब देखा की ओ मेरा इंतज़ार कर रही है।।

रेशम जैसे केश खुले थे होठो पे मुस्कान थी, नजरों मे उनके लगा जैसे कोई पुरानी पहचान थी।  
लब पर सच्चाई थी पर थोड़ी सी घबराई थी, मिलने की आस उसने अपनी आँखों मे सजाई थी।  
मै कुछ बोलू या ना बोलू ये सोच सोच घबराया था, उनके एक छुवन से मानो हृदय मेरा थरया था,  
हाथ रुके से रह गए और गुलदस्ता हाथों से छूट गया, आँखों की बेचैनी का पहरा पल मे टूट गया।।

बैठे थे बगीचे मे पंक्षियों की चहचहाट मे सागर के किनारो पे लहरों की सनसनाहट मे  
समय गुजर गया था शाम ढल गई थी, देर हो गई थी उन्हें अपने मंजिल पे जाने मे  
रुकना भी था उनको साथ मे हमारे, पर जाना भी था जरूरी अगली मुलाक़ात के लिये  
छोड़ गए थे कुछ बातें और यादें उस रात की झिलमिलाहट के लिए

चलती रही जिंदगी एक नए अंदाज मे होती थी सारी बातें उनसे हर मुलाक़ात मे  
होते नही एक पल भी उनसे हम अकेले, कर लेते है दिल की बातें उनसे नजरे मिलाके  
हसती हुइ जिंदगी की यही ओ बात थी बस पहली मुलाक़ात थी पहली मुलाक़ात थी



-Jay Sharma  
(Kandivali & Goregaon)

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## साखरक्षण

क्षण हे हळवे एकांताचे  
सांज सावळ्या ह्या प्रेमाचे  
आठवे का पुन्हा  
त्या जुन्या चांदण्या  
साद घाली कुणा  
हाक देई मना  
सांग ना....  
सांग ना रे मना  
आठवे का पुन्हा  
त्या जुन्या चांदण्या  
साद घाली कुणा  
सांग ना.... १

नाद ते खुळे  
ह्या गोड क्षणाचे  
पैंजणे वाजती पायात तृणाचे  
गीत ते जुने  
ओठात पुन्हा ते  
आठवे मनी गुपचुप निजावे  
प्रीतीच्या अंगणी  
खेळ खेळी कुणी  
ती सखी बावरी  
ती सखी साजणी  
सांग ना.....  
सांग ना रे मना  
आठवे का पुन्हा  
त्या जुन्या चांदण्या  
साद घाली कुणा  
सांग ना....



-Siddharth More (Kandivali)

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## पाऊस

जेव्हा जेव्हा पाऊस येतो,  
तुझ्या आठवणींना उजाळा मिळतो.  
प्रत्येक सरीमद्धये तुझी एक छटा असते,  
आणि प्रत्येक छटेमद्धये मला तुझेच अस्थित्व दिसते.  
पाऊस आल्यावर मला कळते,  
की तू सुद्धा त्याच्या बरोबर आहेस.  
पन तो थोडा नाटकी असतो,  
जास्त वेळ थांबत नाही.  
त्यामुळे तुझ्याशी मला मनसोक्त बोलता सुद्धा येत नाही.



-Santosh Bhavnath (Igatpuri)

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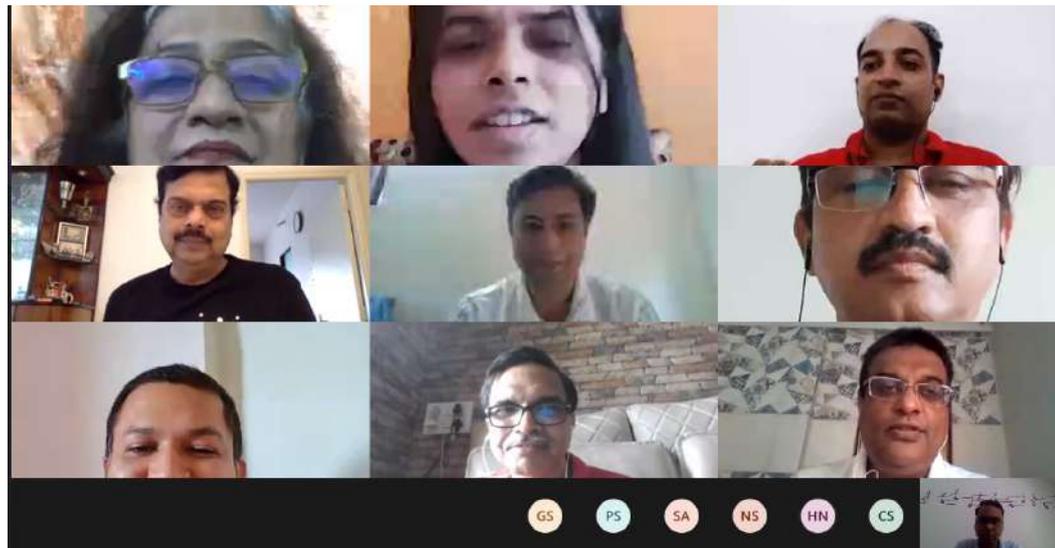
## Moments @ MIBS

Staying Connected During the Lockdown!



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Even the lockdown could not discourage us from celebrating our CEO's birthday!

