



SurTech

**Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex**

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**Department of Automobile Engineering**

## **Report on Industry Visit**

**Topic:** Industry Visit

**Organized by:** Department of Automobile Engineering, Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex

**Industry:** Bharat Benz NR Trucking, Howrah

**Date:** 11th August 2025

**Time:** 10:00 am onwards

**Venue:** Bharat Benz NR Trucking, No. 96, Post Khalisani, PS Uluberia, Near Kalitala Bus Stand, Howrah, West Bengal 711315

### **Introduction:**

The Department of Automobile Engineering of Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex was organized an industry visit at Bharat Benz NR Trucking on 11th August, 2025 from 10:00 am onwards at Bharat Benz NR Trucking, No. 96, Post Khalisani, PS Uluberia, Near Kalitala Bus Stand, Howrah, West Bengal 711315 for the Diploma students. The students were accompanied by Mr. Supriya Dhara, Technical Assistant, Department of Automobile Engineering. This visit was organized to provide students with practical exposure to commercial vehicle manufacturing, distribution, and servicing operations. Bharat Benz is a prominent brand under Daimler India Commercial Vehicles, known for its high-quality trucks and buses designed for Indian conditions.

### **Background:**

Bharat Benz entered the Indian market with a vision to redefine the commercial vehicle segment through advanced technology, durability, and performance. NR Trucking, as an authorized Bharat Benz dealer, manages sales, after-sales service, spare parts supply, and fleet management solutions. The facility at Howrah is strategically located to serve both urban and industrial transport needs in Eastern India.

### **Objective:**

The primary objectives of the visit were:

1. To observe dealership operations including sales, service, and spare parts management.
2. To learn about the technical features, maintenance requirements, and operational efficiency of Bharat Benz trucks.
3. To connect theoretical knowledge from classroom learning with practical industrial applications.

### **Overview of the Visit:**

The visit commenced with a welcome session by the NR Trucking management team, followed by a

brief introduction to Bharat Benz's history, brand philosophy, and market presence in India. Students were taken through different sections of the facility:

- **Showroom Area:** Display of Bharat Benz truck models, highlighting design aspects, load capacity, safety features, and comfort enhancements for drivers.
- **Service Bay:** A detailed walkthrough of preventive and corrective maintenance processes, use of diagnostic tools, and adherence to standard service protocols.
- **Spare Parts Section:** Explanation of inventory management, genuine parts identification, and supply chain logistics.
- **Technical Demonstrations:** Insight into BS6 engine technology, fuel efficiency strategies, emission control systems, and telematics-based fleet monitoring.

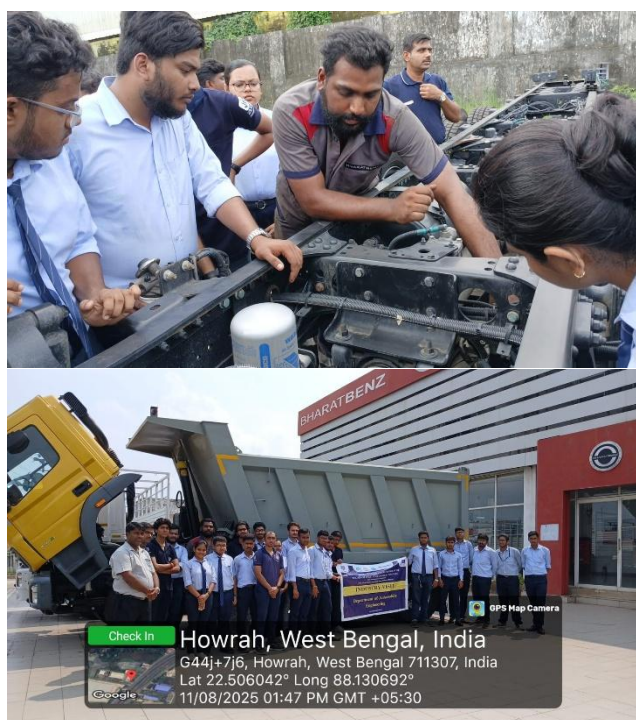
### Learning Outcomes:

By participating in this visit, students:

- Understanding of BS6 emission standards and how Bharat Benz trucks comply.
- Step-by-step process of vehicle servicing and quality checks.
- Effective inventory and spare parts management strategies.
- Exposure to dealership revenue streams—sales, service, spare parts, and value-added services.
- Observing the integration of advanced tools and technology in vehicle maintenance.
- Interaction with technical and sales staff to clarify industry-related queries.

### Conclusion:

The industry visit to Bharat Benz NR Trucking, Howrah, provided valuable real-world exposure to the commercial vehicle sector. Students were able to relate classroom concepts in automotive engineering, and service management to actual industry practices. The session not only enhanced their technical understanding but also broadened their perspective on customer relations, operational efficiency, and technological innovation in the heavy vehicle segment. Such visits play a crucial role in preparing future engineers to meet industry expectations with practical knowledge, technical skills, and professional awareness.



Industry Visit at Eicher, Bharat Benz NR Trucking, Howrah on 11/08/2025