



TELECOM REGULATORY AUTHORITY OF INDIA

Independent Drive Test Report

West Bengal LSA

April 2025

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1. Introduction

TRAI Act, 1997 mandates the Authority to ensure the services delivered through various telecommunications networks meet required quality standards prescribed, to protect the interest of the consumers of telecommunication services. TRAI is also responsible for conducting the periodical audit of such services provided by the service providers so as to protect the interest of the consumers of telecommunications service.

Accordingly, TRAI has engaged M/s RedMango Analytics Pvt. Ltd. to undertake assessment of Quality of Service of mobile service through Independent Drive Test (IDT).

In IDT, the performance of all service providers providing service in a Licensed Service Area (LSA) through various technologies (like 2G/ 3G/ 4G/ 5G) for voice and data are measured by conducting drive test. The drive test routes are finalised based on various objective criteria like reported network performance, consumer complaints etc. Methodology adopted for conducting IDT is elaborated in **APPENDIX-I**.

2. Executive Summary (LSA)

2.1 Drive test details

This report covers the findings of the IDT undertaken in West Bengal License Service Area (LSA) during the month of April-2025 under the supervision of TRAI Regional Office (RO) Kolkata. Details of route / area covered during the IDT is as given below:

Sl. No	Drive test route	Type of route	Distance covered (KMs)	From date	To date
1	Gangtok and Pakyong Districts	City	144.2	24-Apr-2025	25-Apr-2025
2	Gangtok	Inter Operator Calling	2 Locations	25-Apr-2025	26-Apr-2025
3	Gangtok	Walk Test	1.2	23-Apr-2025	23-Apr-2025
4	Gangtok	Hotspot	5 Locations	25-Apr-2025	26-Apr-2025

Table-1: Drive test summary

2.2 Drive test routes

The map provides overview of drive test routes indicating city drive, inter-operator call test, hotspots and walk test as per the legends shown on the map.

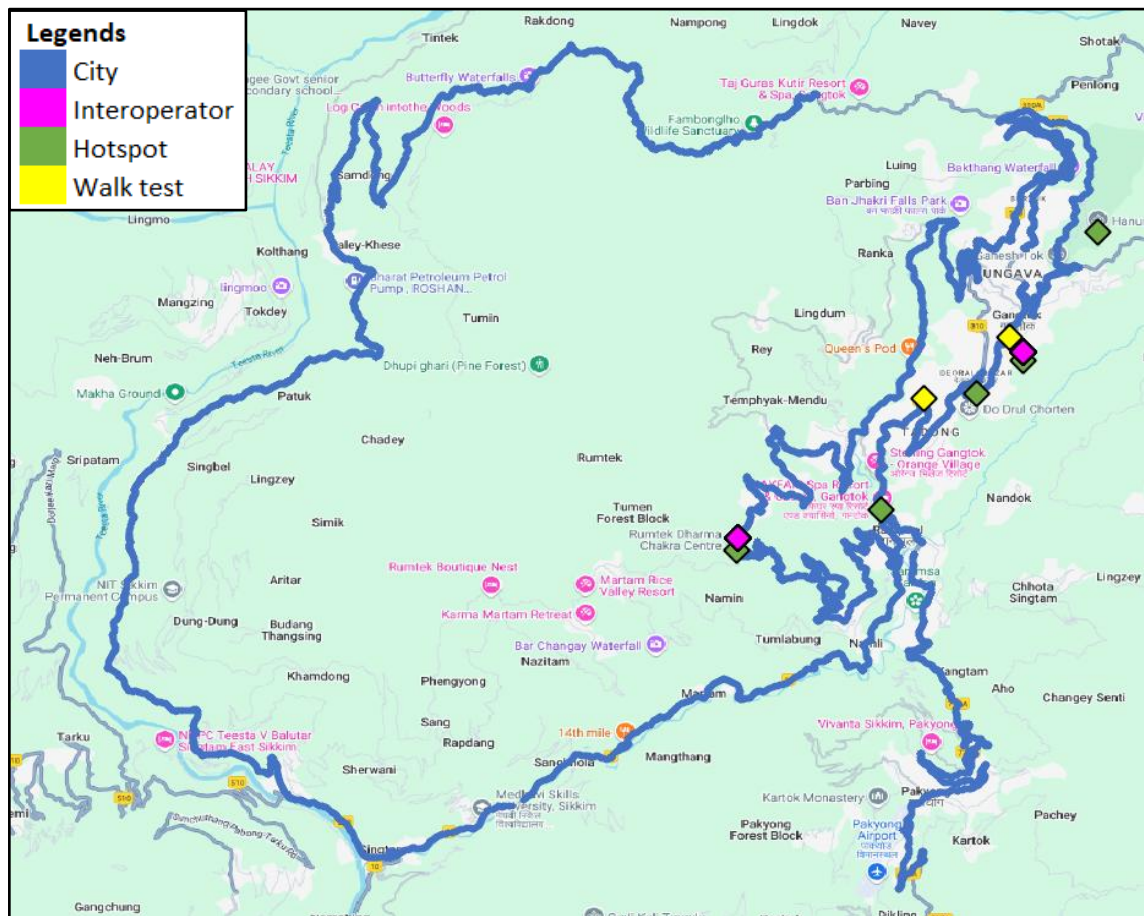


Figure-1: Drive test routes

2.3 Summary of areas covered

a) City-Nearby Burtuk, Ganesh Tok, Sungava, Deorali Bazar, Tadong, Ranipool, Namli, Yangtam, Pakyong Airport, Martam, Sangkhola, Singtam, Raley Khese, Samdong, Butterfly Waterfalls and Fambonglho Wildlife Sanctuary etc.

b) Hotspot-

1. Hanuman Tok
2. Mayfair Spa Resort & Casino, Gangtok
3. Ropeway
4. Rumtek Monastery
5. Sikkim Secretariat

c) Walk Test

1. M G Marg
2. Manipal Hospital, Gangtok

2.4 Telecom service providers detected frequency bands

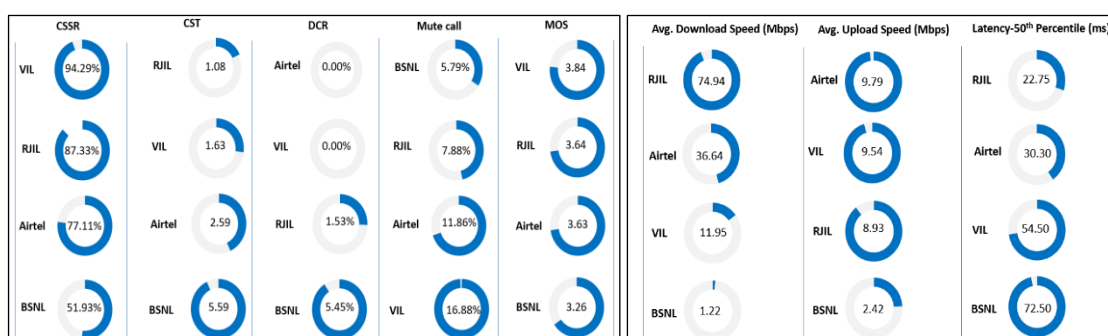
Technologies covered during the IDT and frequency bands in use are summarised in table below:

S.no.	Name of TSP	Technology	Frequency Bands (In MHz)
1	Bharti Airtel Ltd.	2G	900
2	Bharti Airtel Ltd.	4G	900,1800,2100,2300
3	Bharti Airtel Ltd.	5G	3500
4	BSNL	2G	900
5	BSNL	3G	2100
6	BSNL	4G	700,2100
7	Reliance JIO Infocomm Ltd.	4G	850,1800,2300
8	Reliance JIO Infocomm Ltd.	5G	700,3500
9	Vodafone Idea Ltd.	2G	900
10	Vodafone Idea Ltd.	4G	900,1800,2500

Table-2: Telecom service provider (TSP) covered in IDT

2.5 Performance against key QoS parameters

CSSR: Call Setup Success Rate (in %), **CST:** Call Setup Time (in milli seconds), **DCR:** Drop Call Rate (in %) & **MOS:** Mean Opinion Score.



Summary-Voice services

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have call setup success rate of 77.11%, 51.93%, 87.33% and 94.29% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Setup Time: Airtel, BSNL, RJIL and VIL have call setup time of 2.59, 5.59, 1.08 & 1.63 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate of 0.00%, 5.45%, 1.53% & 0.00% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Silence/Mute Rate: Airtel, BSNL, RJIL and VIL have silence call rate 11.86%, 5.79%, 7.88% and 16.88% respectively in packet switched network (4G/5G).

Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have Average MOS of 3.63, 3.26, 3.64 & 3.84 respectively.

Summary-Data services

Data Download performance (Overall):

Average download speed of Airtel (5G/4G/2G) is 36.64 Mbps, BSNL (4G/3G/2G) is 1.22 Mbps, RJIL (5G/4G) is 74.94 Mbps and VIL (4G/2G) is 11.95 Mbps.

Data Upload performance (Overall):

Average upload speed of Airtel (5G/4G/2G) is 9.79 Mbps, BSNL (4G/3G/2G) is 2.42 Mbps, RJIL (5G/4G) is 8.93 Mbps and VIL (4G/2G) is 9.54 Mbps.

Data performance - Hotspots (in Mbps):

Airtel- 4G D/L: 48.73	4G U/L: 14.35
5G D/L: 162.20	5G U/L: 39.19
BSNL- 4G D/L: 1.04	4G U/L: 2.47
RJIL- 4G D/L: 26.78	4G U/L: 7.52
5G D/L: 79.15	5G U/L: 13.71
VIL- 4G D/L: 11.18	4G U/L: 9.74

Note- "D/L" Download speed, "U/L" Upload speed

QoS Performance Analysis- West Bengal LSA

3. QoS performance analysis-LSA level

3.1 Overview

This section provides summary of overall QoS performance of the telecom service provider's network in the LSA by aggregating the results of drive tests conducted in the LSA during the month of April-2025 covering city drive, hotspots and walk test (Refer Table-1)

3.2 Voice performance

(a) Voice Call Performance in 3G/2G network mode only: 3G/2G network mode testing has been done to reflect experience for respective users as they have only 3G/2G compatible handsets.

Parameters	Service Provider		
	3G/2G network mode only		
	AIRTEL	BSNL	VIL
Call Attempts	278	215	208
Call Setup Success Rate %	64.75	92.56	93.75
Drop Call Rate %	1.67	5.53	1.03
Call Setup Time-Average (Second)	6.29	2.76	4.95
Handover Success Rate %	98.94	91.26	99.44

Table-3: Summary of voice call performance in 3G/2G network mode only.

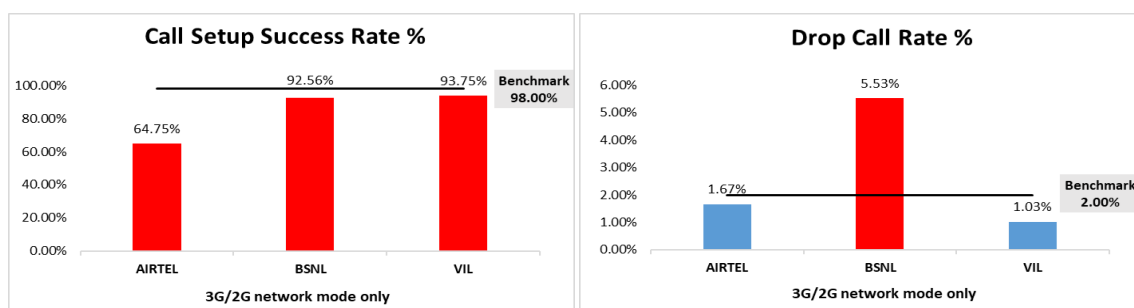


Figure-2: Call setup success rate and drop call rate performance.

Number of unique cell Id's covered in Voice test- Technology wise			
Technology	Service Provider		
	3G/2G network mode only		
	AIRTEL	BSNL	VIL
3G	NA	17	NA
2G	94	71	125

Table-4: Technology wise number of network cell Id's latched during drive test.

Note-

- RJIL does not have 3G/2G network.
- NA- Service provider doesn't provide services in respective technology.

(b) Voice Call Performance in auto network selection mode (5G/4G/3G/2G)

Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempts	332	389	300	280
Call Setup Success Rate %	77.11	51.93	87.33	94.29
Drop Call Rate %	0.00	5.45	1.53	0.00
Call Setup Time-Average (Second)	2.59	5.59	1.08	1.63
Handover Success Rate %	99.93	99.37	99.72	99.72

Table-5: Summary of voice call performance in network auto-selection mode.

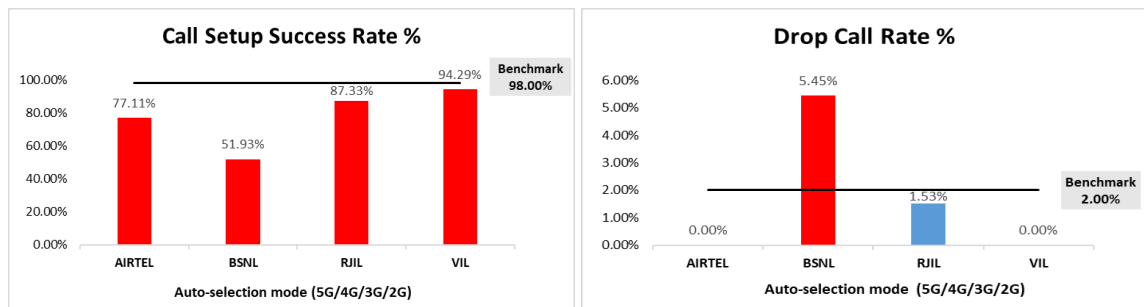


Figure-3: Performance for call setup success rate and drop call rate.

Parameter	Service Provider			
	Mobile-to-Mobile (5G/4G - Open Mode)			
	AIRTEL	BSNL	RJIL	VIL
Call Established (within service provider Network)	177	242	203	160
Number of silence call for >4 Sec	21	14	16	27
Silence Call Rate %	11.86	5.79	7.88	16.88
Number of silence instances for >4 Sec	43	19	34	57
Number of silence instances for >3 Sec	71	26	56	91
Number of silence instances for >2 sec	114	40	102	194
RTP Jitter (4G & 5G) in ms	12.02	21.65	11.54	11.97
Packet loss Rate Downlink %	6.74	6.48	3.25	7.10
Packet loss Rate Uplink %	5.10	7.81	6.28	9.84

Table-6: Summary of silence instances & packet loss rate for mobile to mobile calls.

Number of unique cell Id's covered in Voice test- Technology wise				
Technology	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
5G	0	NA	121	NA
4G	297	89	550	224
3G	NA	12	NA	NA
2G	11	35	NA	26

Table-7: Technology wise number of network cell Id's latched during drive test.

Note-

- NA- Service provider doesn't provide services in respective technology.
- 0- No cell Id's were found in respective technology.

(c) Mean Opinion Score (MOS) performance for speech quality:

Mean opinion score indicates quality of speech observed during the drive test across different technologies. This parameter has been calculated for mobile-to-mobile calls made within same operator network in auto mode (5G/4G/3G/2G). As per ITU-T Recommendation P.863.1, MOS values means: 5-Excellent, 4-Good, 3-Fair, 2-Poor, 1-Bad.

Speech Quality (MOS) distribution	Service Provider			
	AIRTEL	BSNL	RJIL	VIL
Total Number of MOS Samples for calls table-6	1316	1206	1499	1266
Speech Quality (Average MOS)	3.63	3.26	3.64	3.84
Number of samples with MOS ≥ 4 to < 5 (Excellent)	788	453	875	859
Number of samples with MOS ≥ 3 to < 4 (Good)	330	303	410	129
Number of samples with MOS ≥ 2 to < 3 (Fair)	60	268	87	66
Number of samples with MOS ≥ 1 to < 2 (Poor)	138	182	127	212
%age of samples with MOS ≥ 4 to < 5 (Excellent)	59.88%	37.56%	58.37%	67.85%
%age of samples with MOS ≥ 3 to < 4 (Good)	25.08%	25.12%	27.35%	10.19%
%age of samples with MOS ≥ 2 to < 3 (Fair)	4.56%	22.22%	5.80%	5.21%
%age of samples with MOS ≥ 1 to < 2 (Poor)	10.49%	15.09%	8.47%	16.75%

Table-8: Summary of speech quality (MOS) samples.

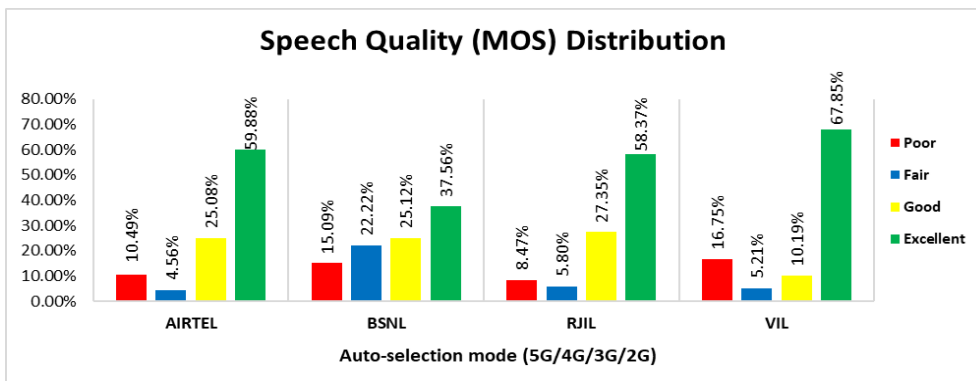


Figure- 4: Distribution of samples in MOS range.

(d) Inter-service provider voice call performance: To check the performance of inter-service provider call setup success rate, total 56 to 72 inter operator calls were attempted at 2 hotspots. The Call setup success rate and call setup time observation is as below.

Call Setup Success Rate %				
From Service Provider	To Service Provider			
	AIRTEL	BSNL	RJIL	VIL
AIRTEL	NA	62.50	100.00	98.39
BSNL	91.07	NA	98.31	88.52
RJIL	96.88	38.89	NA	96.77
VIL	96.72	78.69	98.31	NA

Table-9: Call setup success rate across service providers

Note-

- NA- Only inter-operator calls were measured during test.

Call setup time average (seconds)				
From Service Provider	To Service Provider			
	AIRTEL	BSNL	RJIL	VIL
AIRTEL	NA	6.50	2.13	2.94
BSNL	3.81	NA	3.76	6.85
RJIL	1.74	9.21	NA	2.10
VIL	2.19	3.68	2.78	NA

Table-10: Call setup time across service providers

Note-

- NA- Only inter-operator calls were measured during test.

3.3 Data performance

(a) Data Parameters (Auto-selection mode- 5G/4G/3G/2G)

Parameters		Service Provider			
		Auto-selection mode (5G/4G/3G/2G)			
		AIRTEL	BSNL	RJIL	VIL
Download Throughput (Mbits/s)	Average	36.64	1.22	74.94	11.95
	80th Percentile	86.25	1.88	116.02	22.46
	20th Percentile	1.82	0.34	2.60	2.87
Upload Throughput (Mbits/s)	Average	9.79	2.42	8.93	9.54
	80th Percentile	15.30	3.26	12.91	17.69
	20th Percentile	1.36	1.26	1.55	1.29
Latency (ms)	50th Percentile	30.30	72.50	22.75	54.50

Table-11: Summary of data performance in network auto-selection mode.

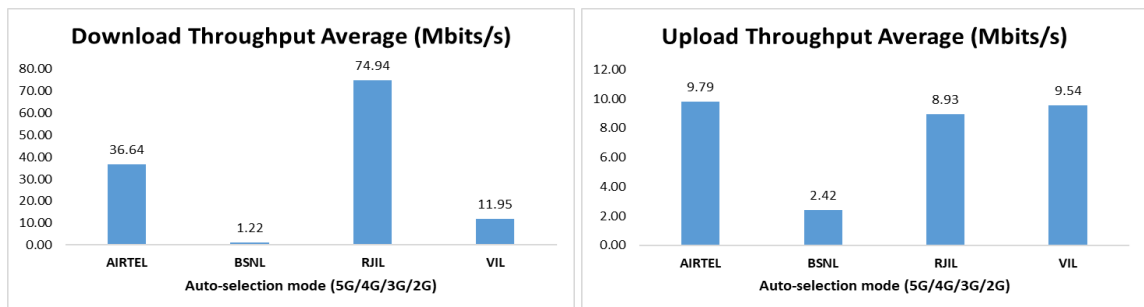


Figure- 5: Download and Upload throughput

Number of unique cell Id's covered in Data test- Technology wise				
Technology	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
5G	0	NA	156	NA
4G	325	103	263	239
3G	NA	14	NA	NA
2G	24	40	NA	34

Table-12: Technology wise number of network cell Id's latched during drive test.

Note-

- NA- Service provider doesn't provide services in respective technology.
- 0- No cell Id's were found in respective technology.

Detailed QoS Performance Analysis

4. Detailed QoS performance analysis

4.1 Overview

This section covers analysis on performance of various categories of drives like city, hotspots and walk test for all telecom service providers, the results of drive tests conducted is shown individually for respective areas/locations.

4.2 City

Drive test has been conducted from 24th April 2025 and 25th April 2025 in Gangtok and Pakyong Districts. (Refer Table-1)

4.2.1 Drive test route

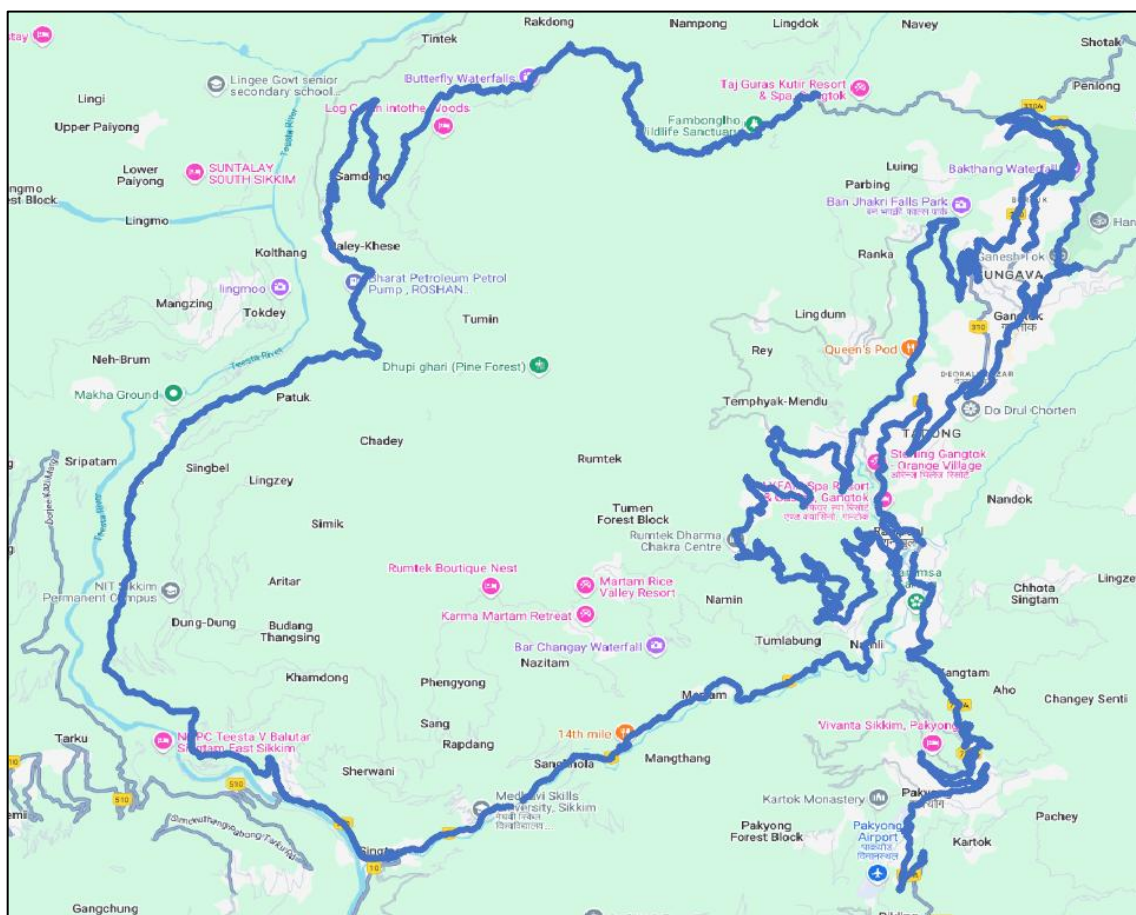


Figure- 6: Drive test routes

4.2.2 Areas covered

Nearby Burtuk, Ganesh Tok, Sungava, Deorali Bazar, Tadong, Ranipool, Namli, Yangtam, Pakyong Airport, Martam, Sangkhola, Singtam, Raley Khese, Samdong, Butterfly Waterfalls and Fambonglho Wildlife Sanctuary etc.

4.2.3 Voice performance

(a) Voice Call Performance in 3G/2G network mode only: 3G/2G network mode testing has been done to reflect experience for respective users as they have only 3G/2G compatible handsets.

Parameters	Service Provider		
	3G/2G network mode only		
	AIRTEL	BSNL	VIL
Call Attempts	278	215	208
Call Setup Success Rate %	64.75	92.56	93.75
Drop Call Rate %	1.67	5.53	1.03
Call Setup Time-Average (Second)	6.29	2.76	4.95
Handover Success Rate %	98.94	91.26	99.44

Table-13: Summary of voice call performance in 3G/2G network mode only.

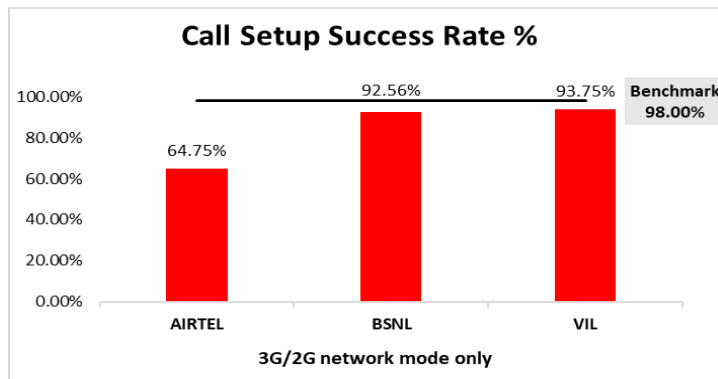


Figure-7: Performance for call setup success rate.

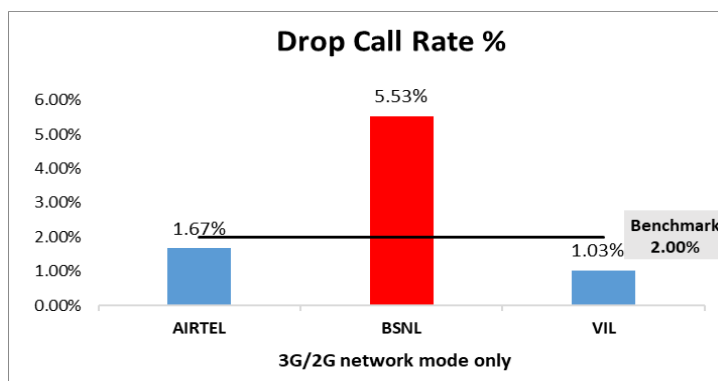


Figure-8: Performance for drop call rate.

(b) Network Technology: This section represent time spent on various network technologies.

Technology	Service Provider		
	AIRTEL	BSNL	VIL
3G	NA	7.94%	NA
2G	99.64%	90.48%	99.97%
Limited Service	0.36%	1.58%	0.03%

Table-14: Time spent on technology during drive test 3G/2G network mode.

Note-

- NA- Service provider doesn't provide services in respective technology.

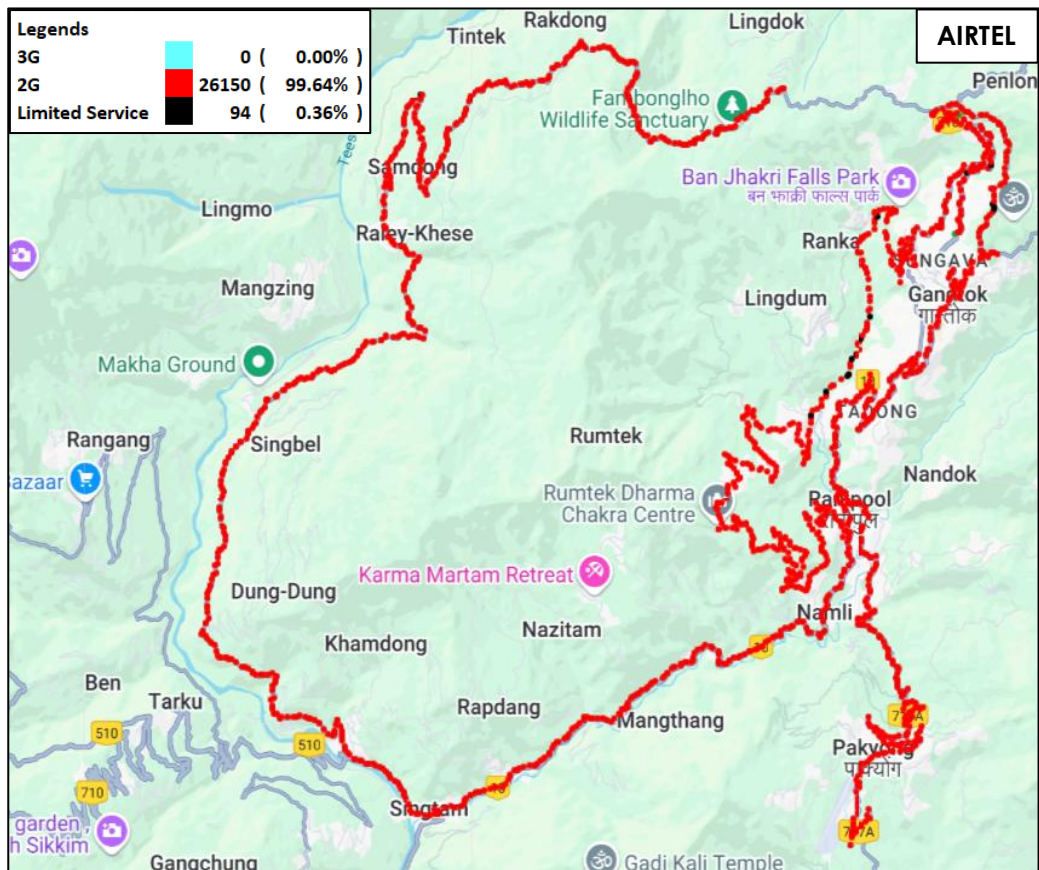


Figure-9: Serving technology plots 3G/2G network mode – AIRTEL

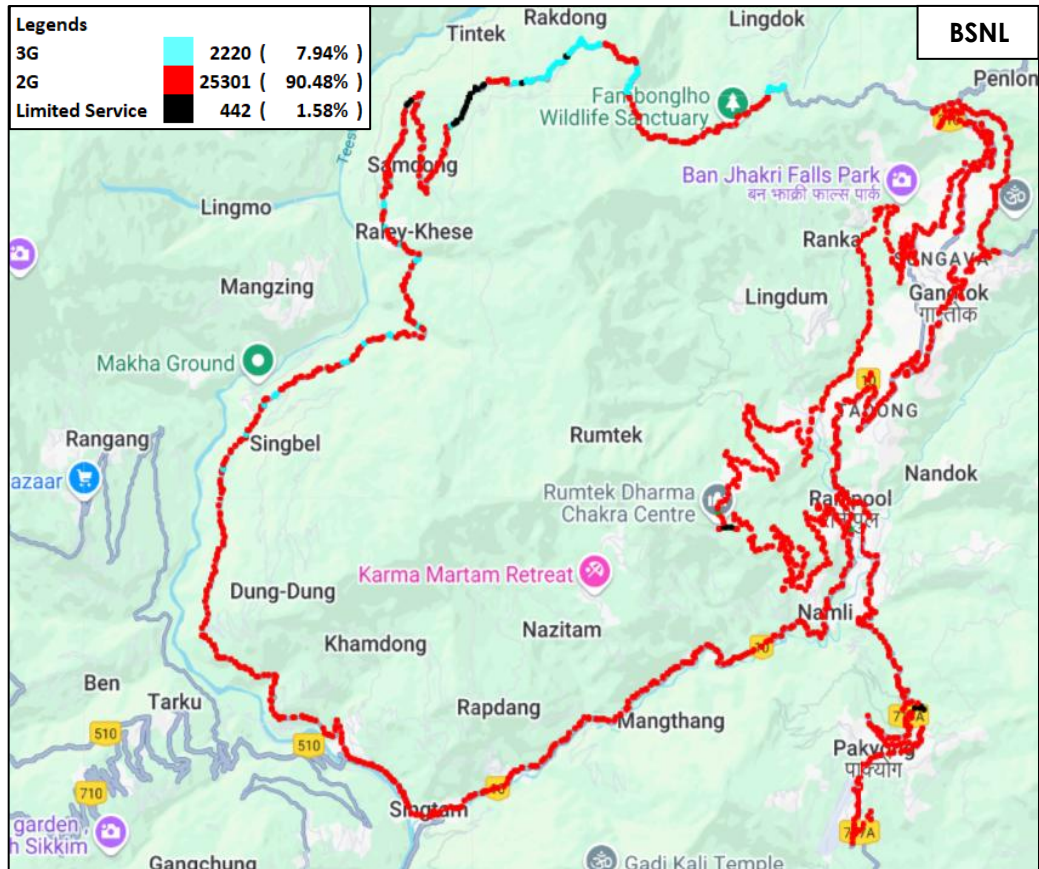


Figure-10: Serving technology plots 3G/2G network mode –BSNL.

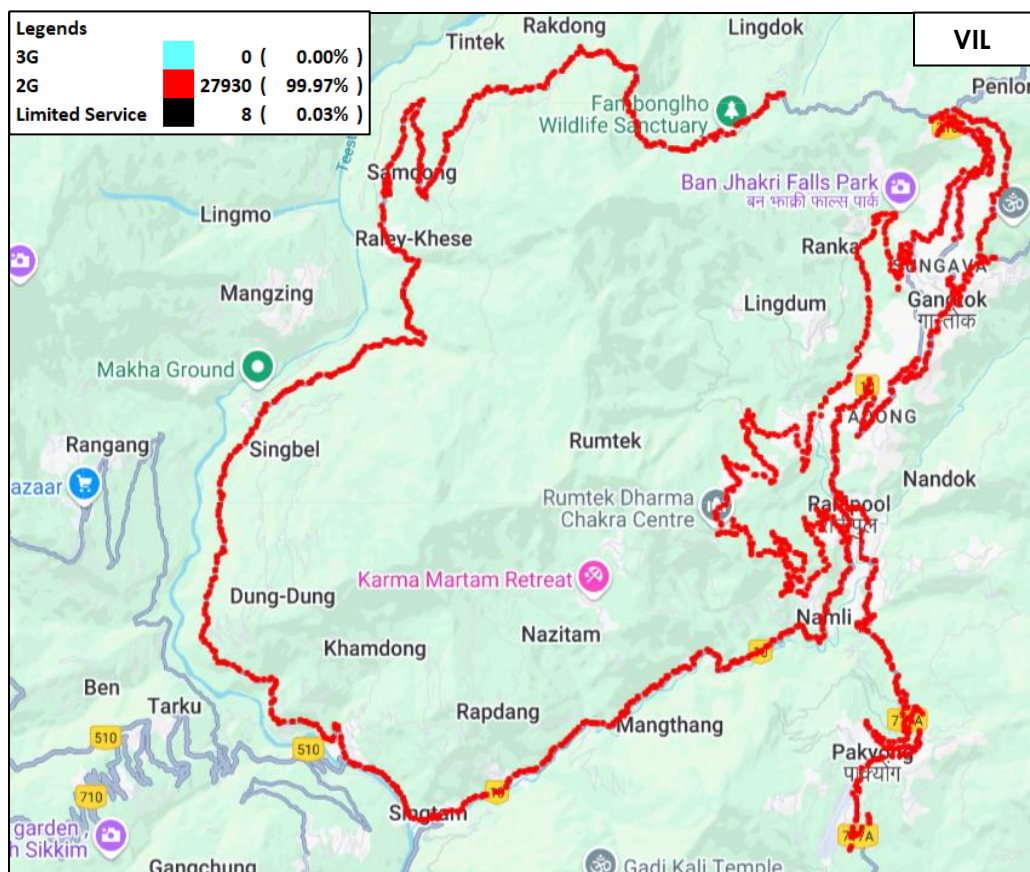


Figure-11: Serving technology plots 3G/2G network mode –VIL.

(c) Network Signal Strength Distribution: The following chart represents signal strength distribution for 3G/2G network mode only. (Refer figure- 31, 32 & 33 for map view)

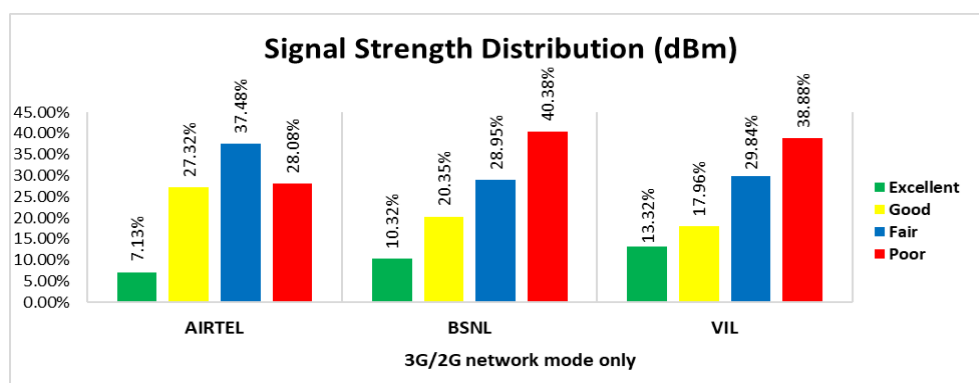


Figure-12: Signal strength distribution 3G/2G network mode only.

Observations:

- Airtel has 7% of samples falling in the excellent signal strength category.
- BSNL has 10% of samples falling in the excellent signal strength category.
- VIL has 13% of samples falling in the excellent signal strength category.

(d) Voice Call Performance in auto network selection mode (5G/4G/3G/2G)

Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempts	261	307	229	209
Call Setup Success Rate %	70.88	47.88	87.77	97.13
Drop Call Rate %	0.00	7.48	1.99	0.00
Call Setup Time Average (Second)	2.79	5.92	1.18	1.83
Handover Success Rate %	99.93	99.31	99.71	99.75

Table-15: Summary of voice call performance in network auto-selection mode.

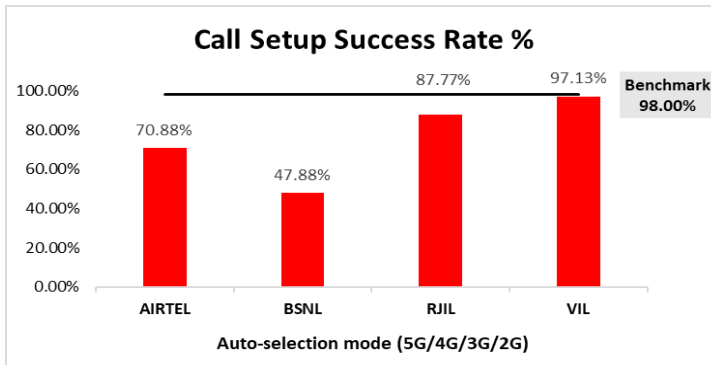


Figure-13: Performance for call setup success rate.

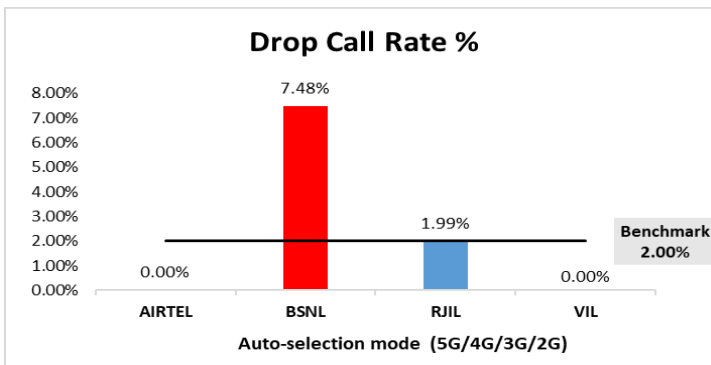


Figure-14: Performance for drop call rate.

Parameter	Service Provider			
	Mobile-to-Mobile (5G/4G - Open Mode)			
	AIRTEL	BSNL	RJIL	VIL
Call Established (within service provider Network)	177	242	203	160
Number of silence call for >4 Sec	21	14	16	27
Silence Call Rate %	11.86	5.79	7.88	16.88
Number of silence instances for >4 Sec	43	19	34	57
Number of silence instances for >3 Sec	71	26	56	91
Number of silence instances for >2 sec	114	40	102	194
RTP Jitter (4G & 5G) in ms	12.02	21.65	11.54	11.97
Packet loss Rate Downlink %	6.74	6.48	3.25	7.1
Packet loss Rate Uplink %	5.10	7.81	6.28	9.84

Table-16: Summary of silence instances & packet loss rate for mobile to mobile call.

(e) Mean Opinion Score (MOS) performance for speech quality:

Mean opinion score indicate quality of speech observed during the drive test across different technologies. This parameter has been calculated for mobile to mobile calls made within same operator network in auto mode (5G/4G/3G/2G). As per ITU-T Recommendation P.863.1, MOS value means: 5-Excellent, 4-Good, 3-Fair, 2-Poor, 1-Bad.

Speech Quality (MOS) distribution	Service Provider			
	AIRTEL	BSNL	RJIL	VIL
Total Number of MOS Samples for calls in table-16	1316	1206	1499	1266
Speech Quality (Average MOS)	3.63	3.26	3.64	3.84
Number of samples with MOS ≥ 4 to < 5 (Excellent)	788	453	875	859
Number of samples with MOS ≥ 3 to < 4 (Good)	330	303	410	129
Number of samples with MOS ≥ 2 to < 3 (Fair)	60	268	87	66
Number of samples with MOS ≥ 1 to < 2 (Poor)	138	182	127	212
%age of samples with MOS ≥ 4 to < 5 (Excellent)	59.88%	37.56%	58.37%	67.85%
%age of samples with MOS ≥ 3 to < 4 (Good)	25.08%	25.12%	27.35%	10.19%
%age of samples with MOS ≥ 2 to < 3 (Fair)	4.56%	22.22%	5.80%	5.21%
%age of samples with MOS ≥ 1 to < 2 (Poor)	10.49%	15.09%	8.47%	16.75%

Table-17: Summary of speech quality (MOS) samples

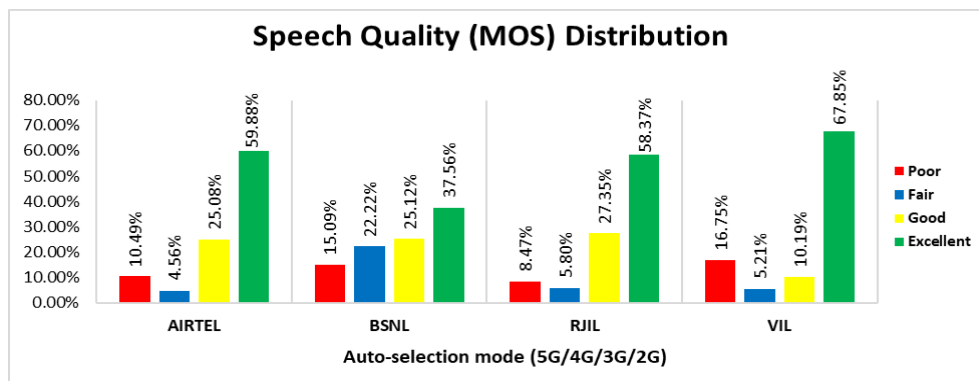


Figure-15: Distribution of samples in MOS range.

(f) Network Technology: This section represent time spent on various network technologies.

Technology	Service Provider			
	AIRTEL	BSNL	RJIL	VIL
5G	2.58%	NA	12.03%	NA
4G	85.54%	63.95%	86.53%	90.89%
3G	NA	6.66%	NA	NA
2G	11.34%	27.29%	NA	8.44%
Limited Service	0.54%	2.09%	1.44%	0.67%

Table-18: Time spent on technology during drive test.

Note-

- NA- Service provider doesn't provide services in respective technology.

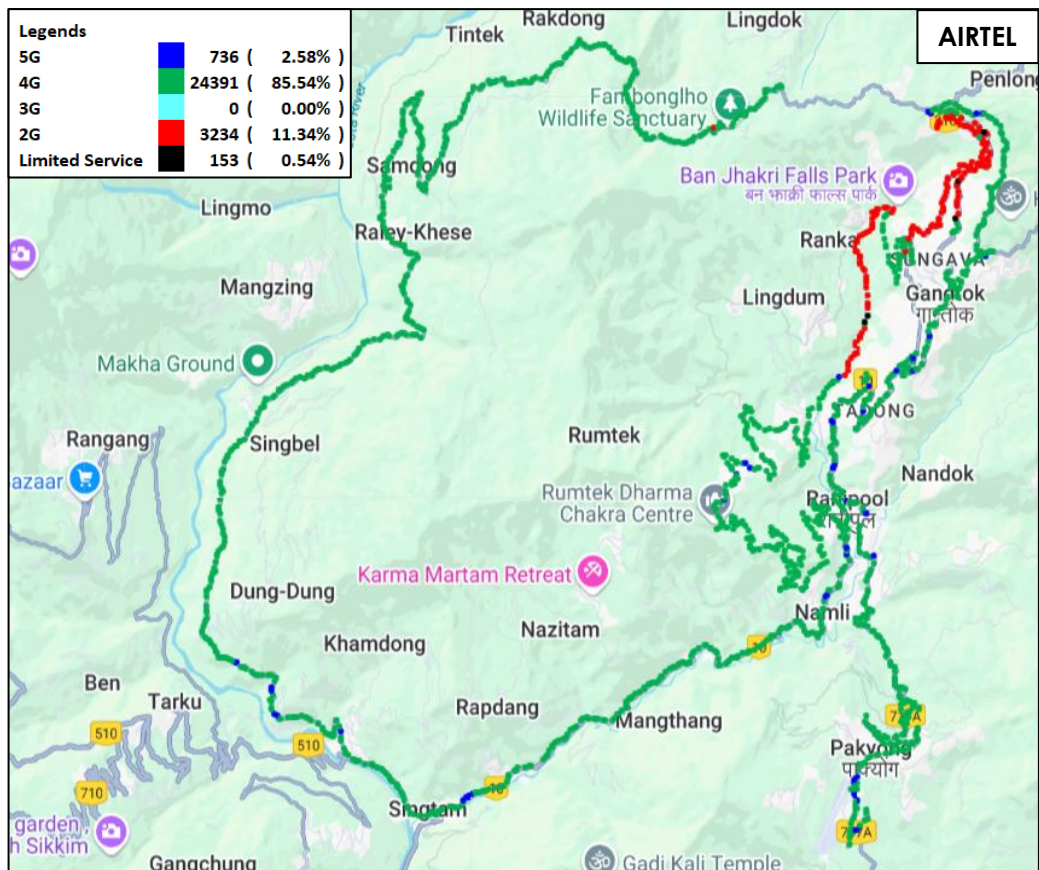


Figure-16: Serving technology plots in auto-selection mode (5G/4G/3G/2G) -AIRTEL.

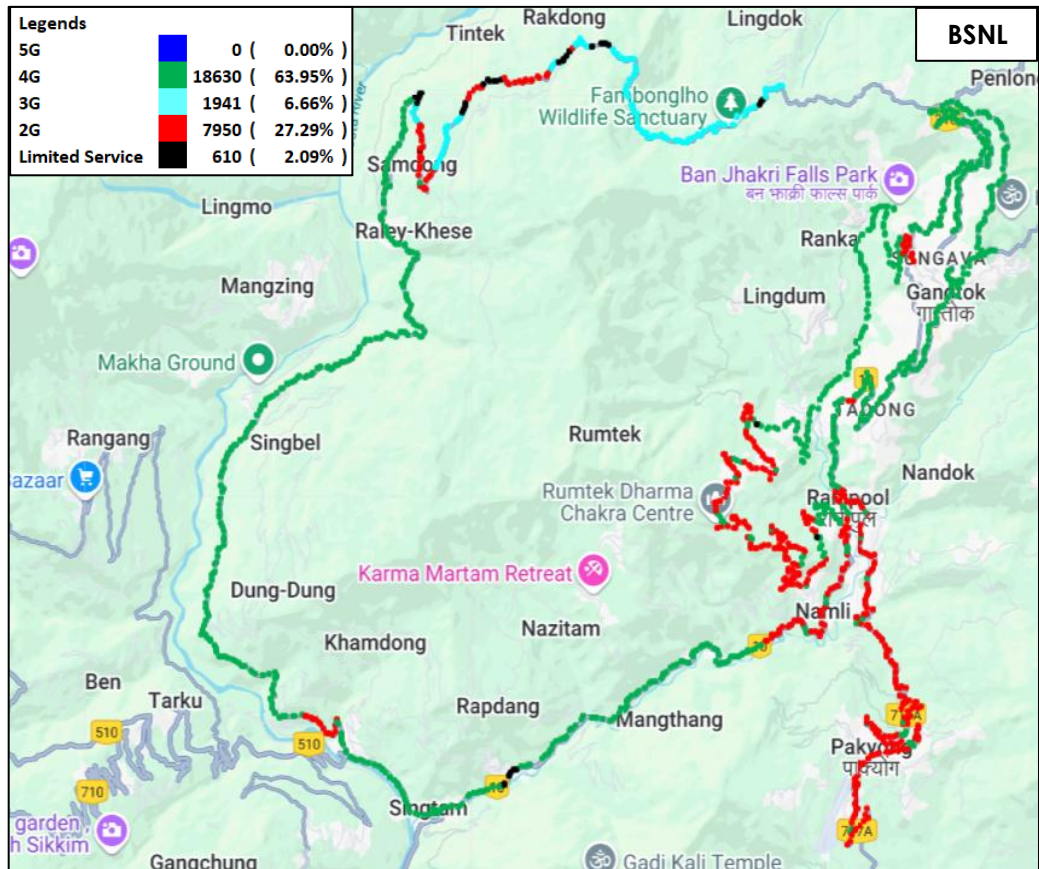


Figure-17: Serving technology plots in auto-selection mode (5G/4G/3G/2G) -BSNL.

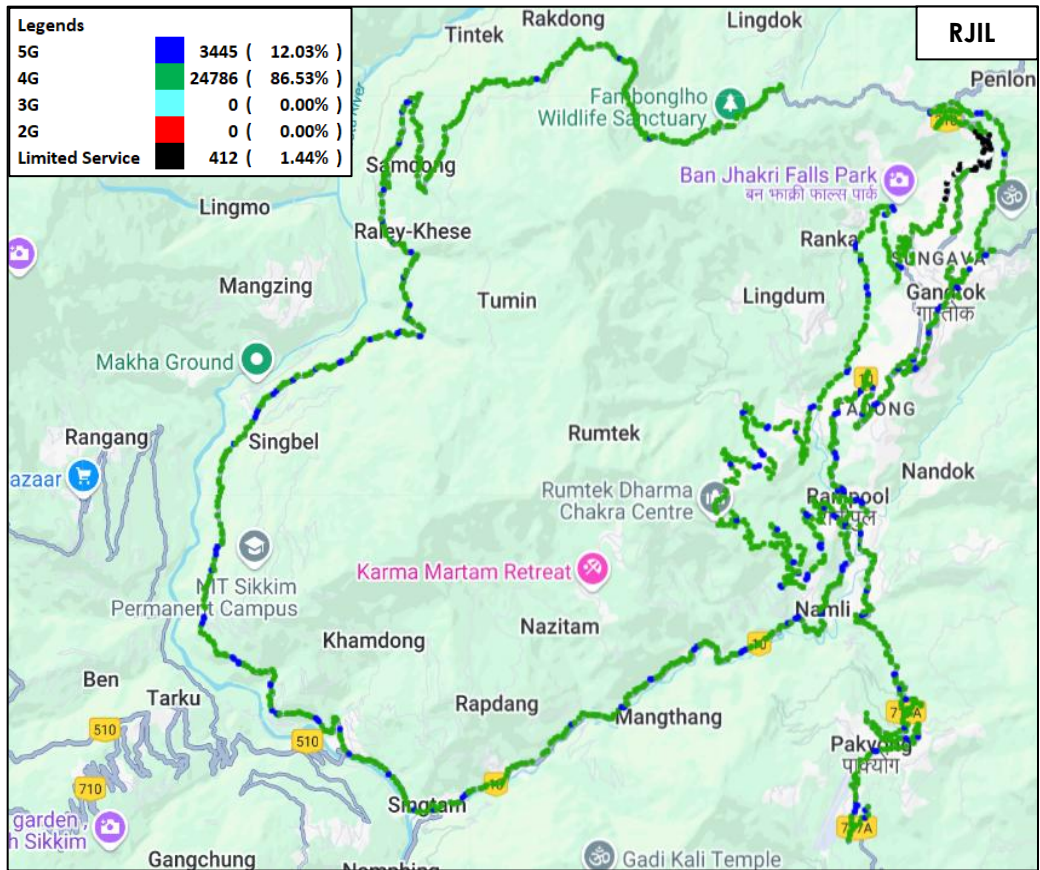


Figure-18: Serving technology plots in auto-selection mode (5G/4G/3G/2G)- RJIL.

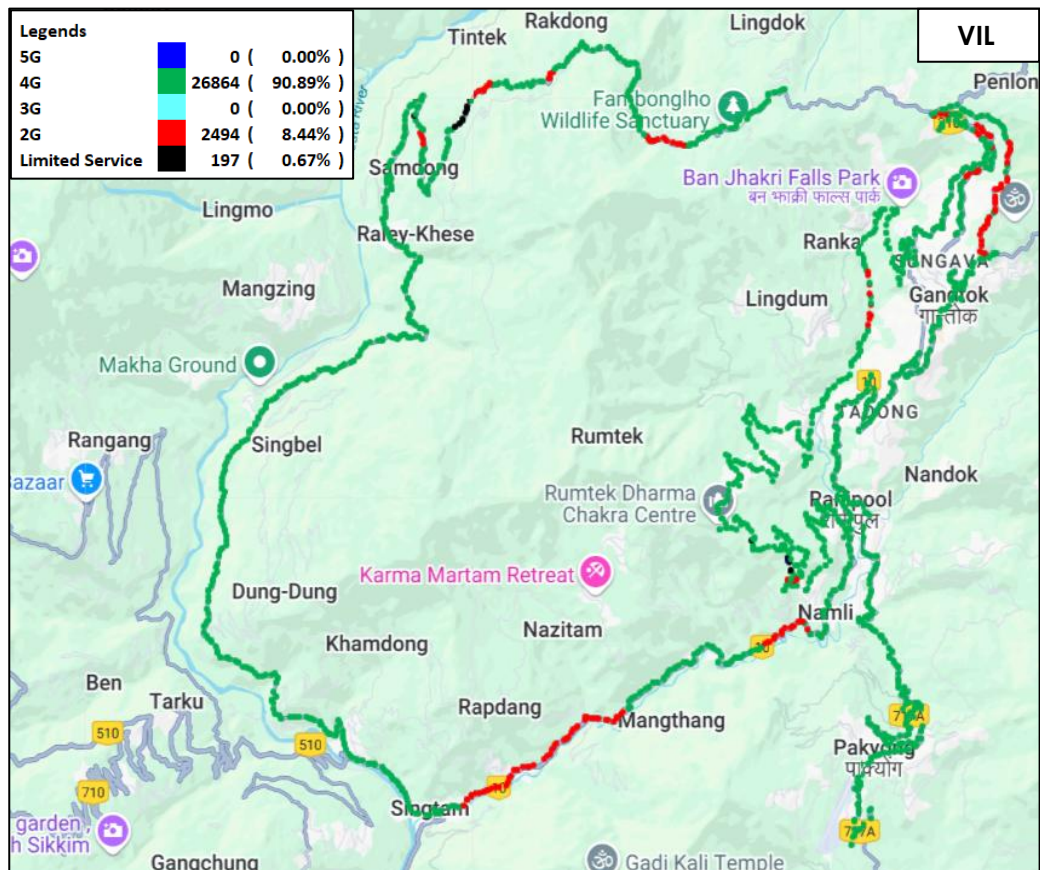


Figure-19: Serving technology plots in auto-selection mode (5G/4G/3G/2G) – VIL.

(g) Network Signal Strength Distribution: The following chart provide signal strength distribution for auto-selection mode (5G/4G/3G/2G). (Refer figure-34, 35, 36 & 37 for map view)

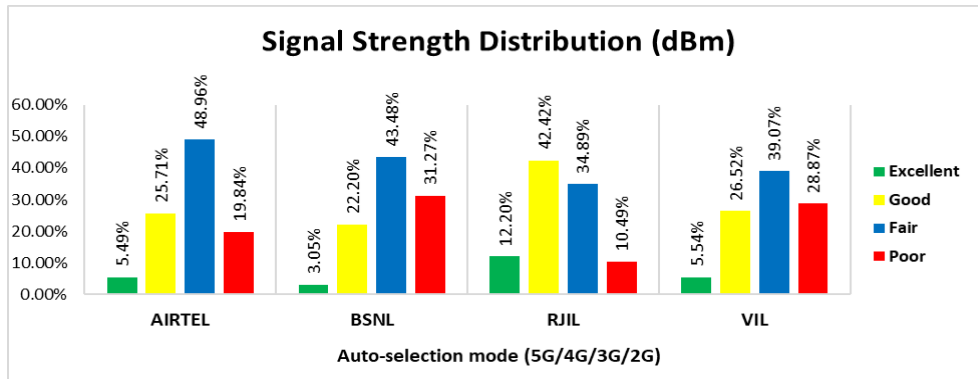


Figure-20: Signal strength distribution auto-selection mode 5G/4G/3G/2G.

Observations:

- Airtel has 5% of samples falling in the excellent signal strength category.
- BSNL has 3% of samples falling in the excellent signal strength category.
- RJIL has 12% of samples falling in the excellent signal strength category.
- VIL has 6% of samples falling in the excellent signal strength category.

4.2.4 Data performance

(a) Data Parameters (Auto-selection mode- 5G/4G/3G/2G)

Parameters		Service Provider			
		Auto-selection mode (5G/4G/3G/2G)			
		AIRTEL	BSNL	RJIL	VIL
Download Throughput (Mbits/s)	Average	33.34	1.23	77.72	13.17
	80th Percentile	76.00	1.94	116.46	23.87
	20th Percentile	1.31	0.28	2.88	3.71
Upload Throughput (Mbits/s)	Average	7.06	2.40	7.28	9.03
	80th Percentile	8.96	3.26	9.56	16.32
	20th Percentile	1.28	1.27	1.54	1.29
Latency (ms)	50th Percentile	36.50	79.00	23.05	44.85

Table-19: Summary of Data performance in network auto-selection mode.

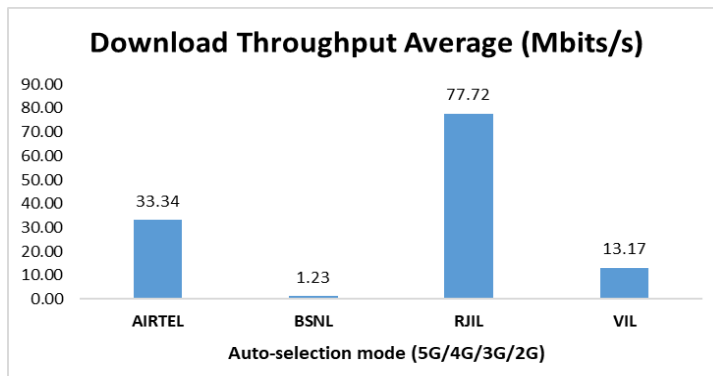


Figure- 21: Download throughput

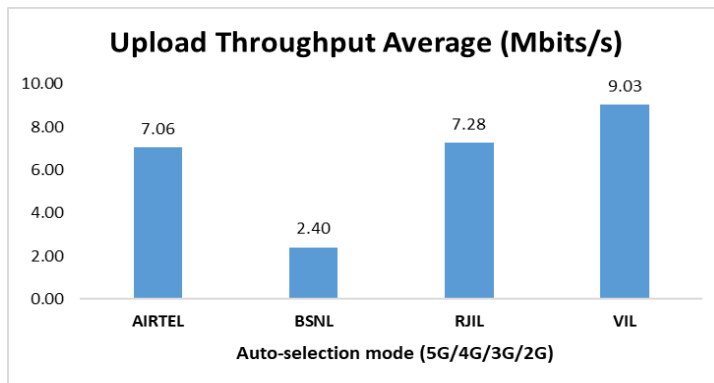


Figure- 22: Upload throughput

4.3 Hotspots

Hotspots testing have been done on 25th April 2025 and 26th April 2025. Five locations have been tested in the city.

4.3.1 Locations

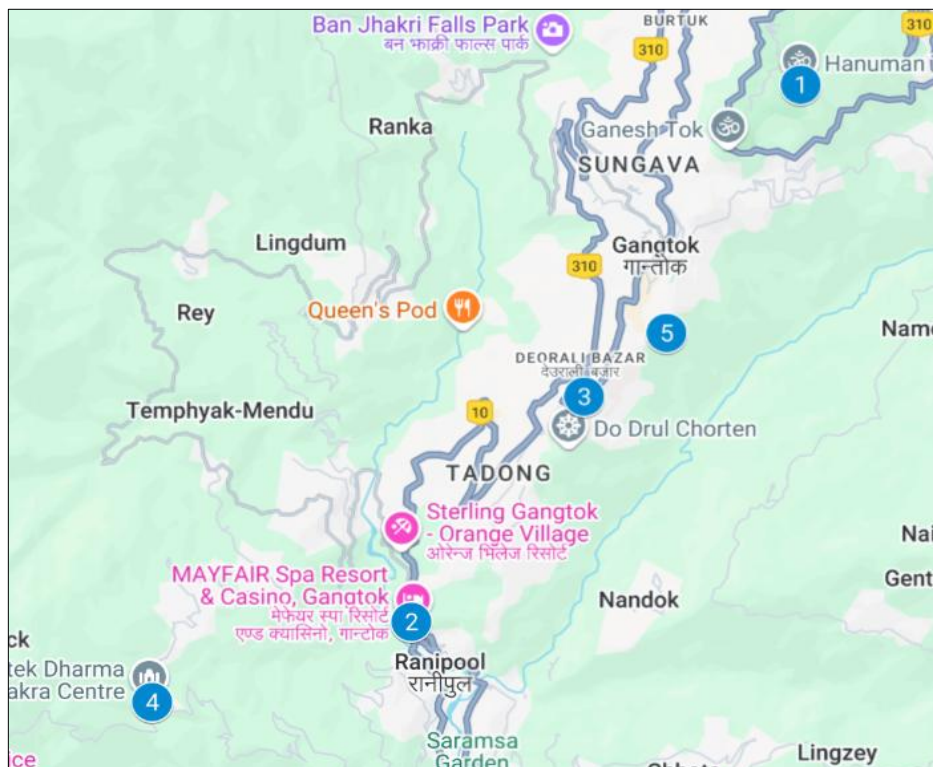


Figure- 23: Hotspot locations

4.3.2 Hotspot covered

1. Hanuman Tok
2. Mayfair Spa Resort & Casino, Gangtok
3. Ropeway
4. Rumtek Monastery
5. Sikkim Secretariat

4.3.3 Voice performance

Overall Voice Performance				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempt	50	50	50	50
Call Setup Success Rate %	100.00	96.00	80.00	80.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Second)	2.14	4.94	0.75	0.93

Table-20: Overall summary of voice call performance in network auto-selection mode (5G/4G/3G/2G).

Hanuman Tok				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	100.00	0.00	0.00
Drop Call Rate %	0.00	0.00	-	-
Call Setup Time-Average (Second)	3.00	7.25	-	-

Table-21: Summary of voice call performance in network auto-selection mode (5G/4G/3G/2G).

Note- "-" Call setup time & drop call rate have not been reported as all calls were failed at this location.

Mayfair Spa Resort & Casino, Gangtok				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	100.00	100.00	100.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Second)	1.90	1.54	0.57	0.84

Table-22: Summary of voice call performance in network auto-selection mode (5G/4G/3G/2G).

Ropeway				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	90.00	100.00	100.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Second)	1.98	6.17	0.89	1.02

Table-23: Summary of voice call performance in network auto-selection mode (5G/4G/3G/2G).

Rumtek Monastery				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	100.00	100.00	100.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Second)	1.86	2.98	0.62	0.92

Table-24: Summary of voice call performance in network auto-selection mode (5G/4G/3G/2G).

Sikkim Secretariat				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempt	10	10	10	10
Call Setup Success Rate %	100.00	90.00	100.00	100.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Second)	1.96	7.09	0.93	0.93

Table-25: Summary of voice call performance in network auto-selection mode (5G/4G/3G/2G).

4.3.4 Data performance (Auto-selection mode 5G/4G/3G/2G)

Overall Data Performance				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Download Throughput Average (Mbits/s)	68.08	1.06	65.38	9.75
Download Throughput 80th Percentile (Mbit/s)	101.10	1.65	118.87	13.50
Download Throughput 20th Percentile (Mbit/s)	29.80	0.56	0.65	3.77
Download Session Setup Success Rate %	80.00	48.00	80.00	80.00
Upload Throughput Average (Mbits/s)	22.41	2.14	20.54	13.85
Upload Throughput 80th Percentile (Mbit/s)	30.91	3.11	33.37	38.97
Upload Throughput 20th Percentile (Mbit/s)	8.57	1.17	1.70	1.19
Upload Session Setup Success Rate %	80.00	52.00	80.00	80.00
Web Browsing Delay (Second)	1.60	3.13	2.94	2.70
Youtube Initial Buffer Delay (Second)	1.07	4.01	0.94	2.61
Latency (ms) - 50th Percentile	25.75	64.50	22.25	75.50
Jitter (ms)	10.38	326.48	37.71	18.8
Packet Loss Rate%	21.9	73.76	23.38	50.76
Packet Loss Rate- 90th percentile	63.72	100	64.60	93.36

Table-26: Overall Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Hanuman Tok				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Download Throughput Average (Mbits/s)	-	0.58	-	-
Download Session Setup Success Rate %	0.00	80.00	0.00	0.00
Upload Throughput Average (Mbits/s)	-	1.22	-	-
Upload Session Setup Success Rate %	0.00	100.00	0.00	0.00
Web Browsing Delay (Second)	-	5.02	-	-
Youtube Initial Buffer Delay (Second)	-	9.49	-	-
Latency (ms) - 50th Percentile	-	-	-	-
Jitter (ms)	-	-	-	-
Packet Loss Rate%	100.00	100.00	100.00	100.00

Table-27: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Note- All data tests were failed.

Mayfair Spa Resort & Casino, Gangtok				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Download Throughput Average (Mbits/s)	119.80	-	147.76	3.33
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	35.45	-	32.41	1.42
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	1.58	-	1.77	3.09
Youtube Initial Buffer Delay (Second)	0.71	-	0.74	5.49
Latency (ms) - 50th Percentile	17.35	-	18.88	73.50
Jitter (ms)	4.36	-	12.41	15.98
Packet Loss Rate%	0.00	100.00	0.30	25.60

Table-28: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Note- All data tests were failed.

Ropeway				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Download Throughput Average (Mbits/s)	58.11	1.22	0.48	9.40
Download Session Setup Success Rate %	100.00	80.00	100.00	100.00
Upload Throughput Average (Mbits/s)	7.85	3.21	1.54	6.35
Upload Session Setup Success Rate %	100.00	80.00	100.00	100.00
Web Browsing Delay (Second)	1.66	1.67	7.85	2.00
Youtube Initial Buffer Delay (Second)	0.87	1.02	-	1.22
Latency (ms) - 50th Percentile	25.95	60.50	37.93	51.00
Jitter (ms)	4.82	3.43	76.26	5.54
Packet Loss Rate%	0.00	5.60	11.50	0.30

Table-29: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G)

Note- "-" Youtube tests were failed.

Rumtek Monastery				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Download Throughput Average (Mbits/s)	56.80	-	29.12	17.03
Download Session Setup Success Rate %	100.00	0.00	100.00	100.00
Upload Throughput Average (Mbits/s)	25.90	-	24.19	46.34
Upload Session Setup Success Rate %	100.00	0.00	100.00	100.00
Web Browsing Delay (Second)	1.75	-	2.13	2.36
Youtube Initial Buffer Delay (Second)	0.81	-	1.02	1.68
Latency (ms) - 50th Percentile	52.00	-	17.50	147.25
Jitter (ms)	24.37	-	4.53	14.33
Packet Loss Rate%	9.30	100.00	0.10	83.40

Table-30: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Note- "-" All data tests were failed.

Sikkim Secretariat				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Download Throughput Average (Mbits/s)	37.62	1.40	84.17	9.23
Download Session Setup Success Rate%	100.00	80.00	100.00	100.00
Upload Throughput Average (Mbits/s)	20.46	2.20	24.02	1.30
Upload Session Setup Success Rate %	100.00	80.00	100.00	100.00
Web Browsing Delay (Second)	1.40	2.43	1.66	3.37
Youtube Initial Buffer Delay (Second)	1.87	1.67	1.05	-
Latency (ms)- 50th Percentile	29.15	91.50	29.68	84.50
Jitter (ms)	7.95	729.53	58.28	39.35
Packet Loss Rate%	0.20	63.20	5.00	44.50

Table-31: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

Note- "-" Youtube tests were failed.

4.3.5 Data performance (5G Only & 4G Only Download & Upload Speed)

Overall Data Performance					
Parameters		Service Provider			
		AIRTEL	BSNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	162.20	-	79.15	-
	Upload Throughput Average (Mbits/s)	39.19	-	13.71	-
4G	Download Throughput Average (Mbits/s)	48.73	1.04	26.78	11.18
	Upload Throughput Average (Mbits/s)	14.35	2.47	7.52	9.74

Table-32: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "-"Respective technology was not observed during the test.

Hanuman Tok					
Parameters		Service Provider			
		AIRTEL	BSNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	-	-	-	-
	Upload Throughput Average (Mbits/s)	-	-	-	-
4G	Download Throughput Average (Mbits/s)	0.06	0.40	-	-
	Upload Throughput Average (Mbits/s)	0.61	1.58	-	-

Table-33: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "-"Respective technology was not observed during the test.

Mayfair Spa Resort & Casino, Gangtok					
Parameters		Service Provider			
		AIRTEL	BSNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	201.12	-	176.65	-
	Upload Throughput Average (Mbits/s)	70.31	-	28.84	-
4G	Download Throughput Average (Mbits/s)	68.48	-	68.48	17.76
	Upload Throughput Average (Mbits/s)	15.83	-	18.50	21.38

Table-34: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "-"Respective technology was not observed during the test.

Ropeway					
Parameters		Service Provider			
		AIRTEL	BSNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	123.28	-	1.15	-
	Upload Throughput Average (Mbits/s)	8.08	-	1.60	-
4G	Download Throughput Average (Mbits/s)	44.36	1.24	17.16	7.76
	Upload Throughput Average (Mbits/s)	8.58	3.37	4.33	7.27

Table-35: Overall Summary of 5G only & 4G only data download & upload speed.

Note- "-"Respective technology was not observed during the test.

Rumtek Monastery					
Parameters		Service Provider			
		AIRTEL	BSNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	-	-	-	-
	Upload Throughput Average (Mbits/s)	-	-	-	-
4G	Download Throughput Average (Mbits/s)	46.16	-	20.51	11.55
	Upload Throughput Average (Mbits/s)	26.81	-	6.18	7.89

Table-36: Overall Summary of 5G only & 4G only data download & upload speed.

Note- “-”Respective technology was not observed during the test.

Sikkim Secretariat					
Parameters		Service Provider			
		AIRTEL	BSNL	RJIL	VIL
5G	Download Throughput Average (Mbits/s)	-	-	-	-
	Upload Throughput Average (Mbits/s)	-	-	-	-
4G	Download Throughput Average (Mbits/s)	45.65	1.62	0.95	7.64
	Upload Throughput Average (Mbits/s)	8.96	2.47	1.06	2.42

Table-37: Overall Summary of 5G only & 4G only data download & upload speed.

Note- “-”Respective technology was not observed during the test.

4.4 Walk Test

Walk test has been conducted on 23rd April 2025. Two locations have been tested in the city.

4.4.1 Walk test locations

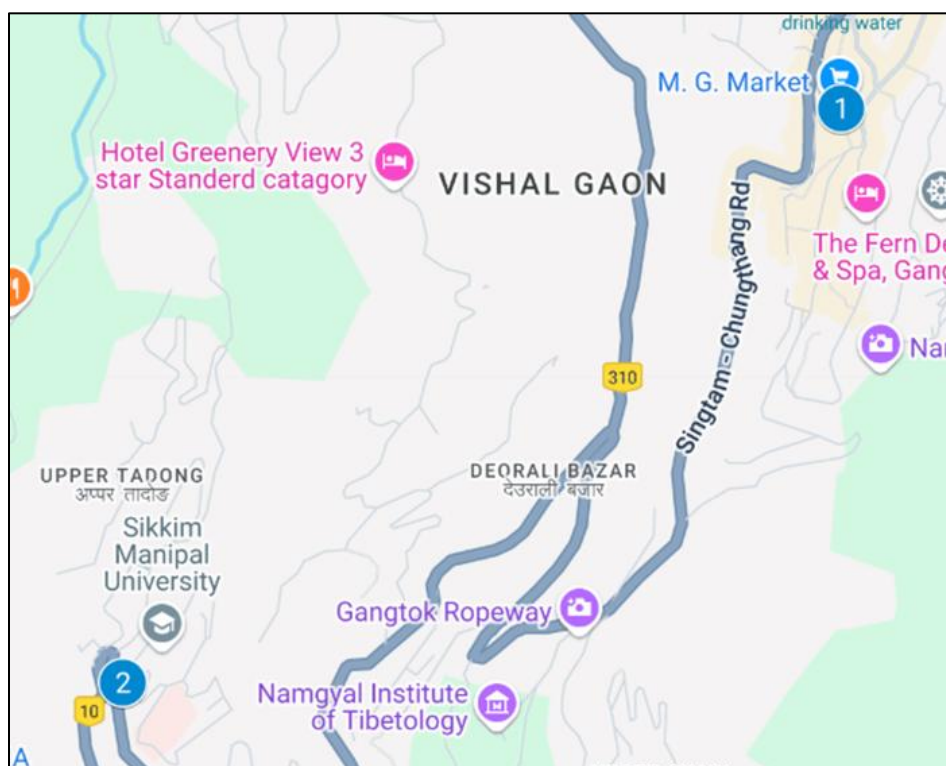


Figure-24: Walk Test locations.

4.4.2 Walk Test Covered

1. M G Marg
2. Manipal Hospital, Gangtok

4.4.3 Voice Performance

i) M G Marg

(a) Voice Call Performance in auto network selection mode (5G/4G/3G/2G)

Parameters	M G Marg			
	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempt	10	14	10	10
Call Setup Success Rate %	100.00	50.00	100.00	100.00
Drop Call Rate %	0.00	0.00	0.00	0.00
Call Setup Time-Average (Sec)	1.95	2.74	0.78	0.95
Handover Success Rate %	100.00	100.00	100.00	100.00

Table-38: Summary of Voice performance in network auto-selection mode (5G/4G/3G/2G).

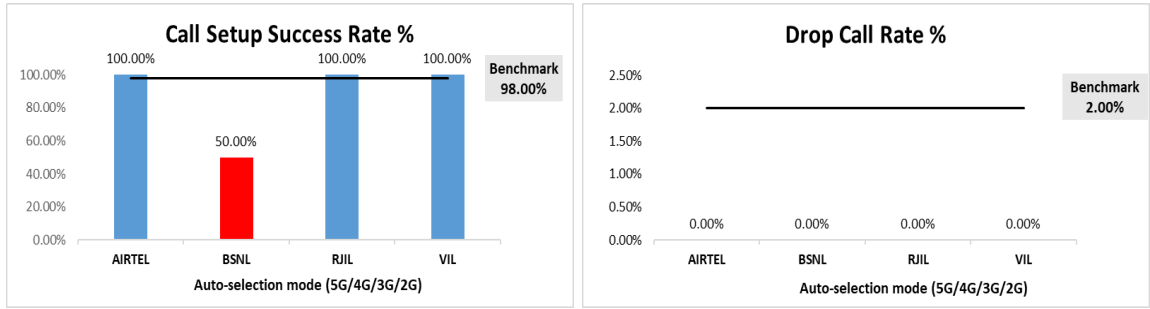


Figure-25: Performance for call setup success rate and drop call rate

(b) Network Technology: This section represents time spent on various network technologies.

M G Marg				
Technology	Service Provider			
	AIRTEL	BSNL	RJIL	VIL
5G	0.35%	NA	2.21%	NA
4G	99.65%	40.92%	97.79%	100.00%
3G	NA	0.00%	NA	NA
2G	0.00%	59.08%	NA	0.00%
Limited service	0.00%	0.00%	0.00%	0.00%

Table-39: Time spent on technology during Walk test

(c) Network Signal Strength distribution: The following chart provide signal strength distribution for auto-selection mode (5G/4G/3G/2G).

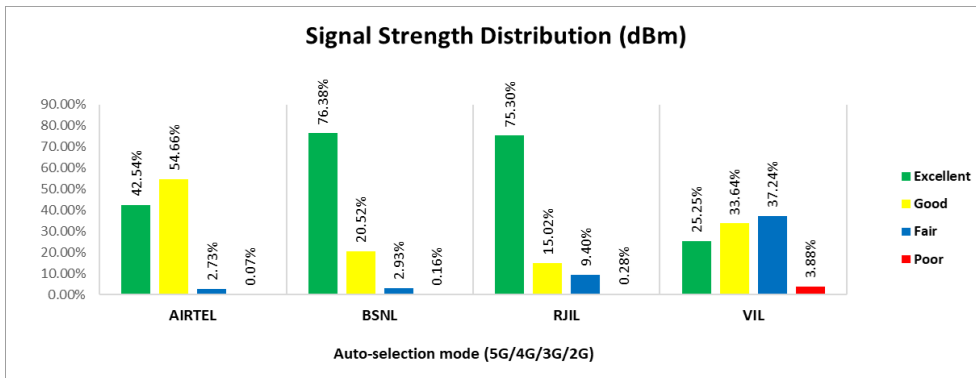


Figure-26: Signal strength distribution auto-selection mode 5G/4G/3G/2G.

ii) Manipal Hospital, Gangtok

(a) Voice Call Performance in auto network selection mode (5G/4G/3G/2G)

Manipal Hospital, Gangtok				
Parameters	Service Provider			
	Auto-selection mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Call Attempt	11	18	11	11
Call Setup Success Rate %	100.00	0.00	100.00	100.00
Drop Call Rate %	0.00	-	0.00	0.00
Call Setup Time-Average (Sec)	1.83	-	0.59	1.04
Handover Success Rate %	100.00	100.00	100.00	100.00

Table-40: Summary of Voice performance in network auto-selection mode (5G/4G/3G/2G).

Note- “-” Call setup time & drop rate has not been reported as all calls were failed at this location.

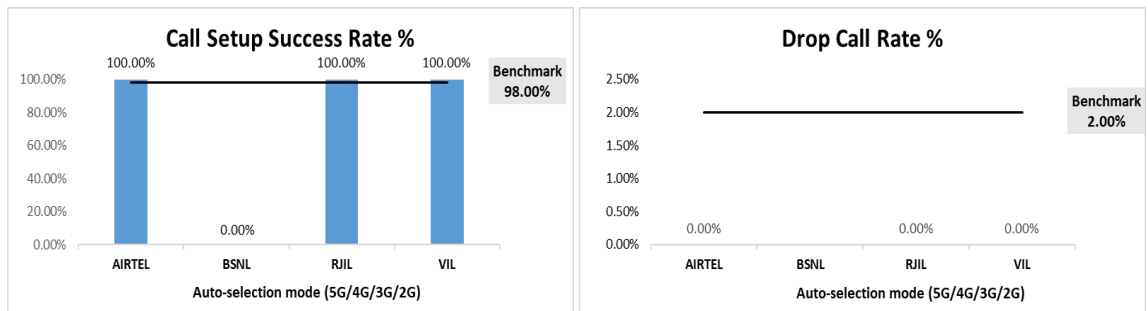


Figure- 27: Performance for call setup success rate and drop call rate.

(b) Network Technology: This section represent time spent on various network technologies.

Manipal Hospital, Gangtok				
Technology	Service Provider			
	AIRTEL	BSNL	RJIL	VIL
5G	0.00%	NA	7.47%	NA
4G	100.00%	100.00%	92.53%	92.79%
3G	NA	0.00%	NA	NA
2G	0.00%	0.00%	NA	7.21%
Limited service	0.00%	0.00%	0.00%	0.00%

Table-41: Time spent on technology during Walk test.

(c) Network Signal Strength distribution: The following chart provide signal strength distribution for auto-selection mode (5G/4G/3G/2G).

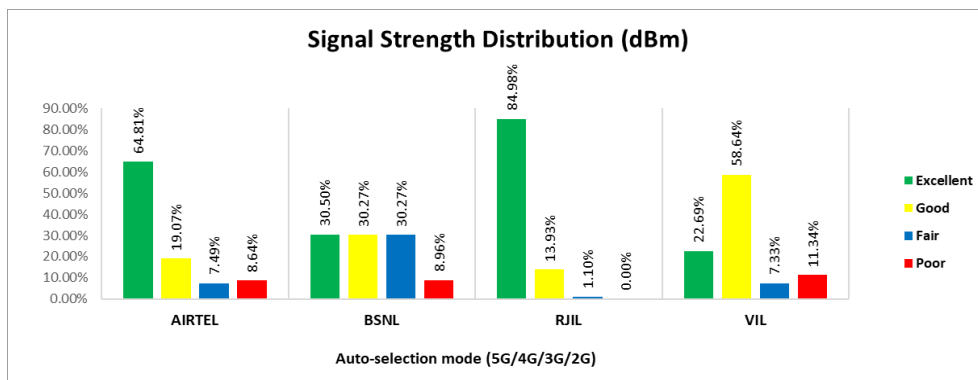


Figure-28: Signal strength distribution auto-selection mode 5G/4G/3G/2G.

4.4.4 Data performance

i) M G Marg

(a) Data Parameters (Auto-selection mode- 5G/4G/3G/2G)

M G Marg				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Download Throughput Average (Mbits/s)	9.04	1.45	3.42	1.72
Download Throughput 80th Percentile	12.28	1.85	4.02	3.27
Download Throughput 20th Percentile	5.50	1.09	0.75	0.09
Download Session Setup Success Rate %	100.00	91.67	50.00	90.91
Upload Throughput Average (Mbits/s)	13.77	2.73	3.89	5.67
Upload Throughput 80th Percentile	18.08	3.35	6.69	6.85
Upload Throughput 20th Percentile	10.74	2.45	1.32	1.37
Upload Session Setup Success Rate %	100.00	100.00	100.00	100.00
Latency (ms)-50th Percentile	51.00	62.00	37.60	231.75

Table-42: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

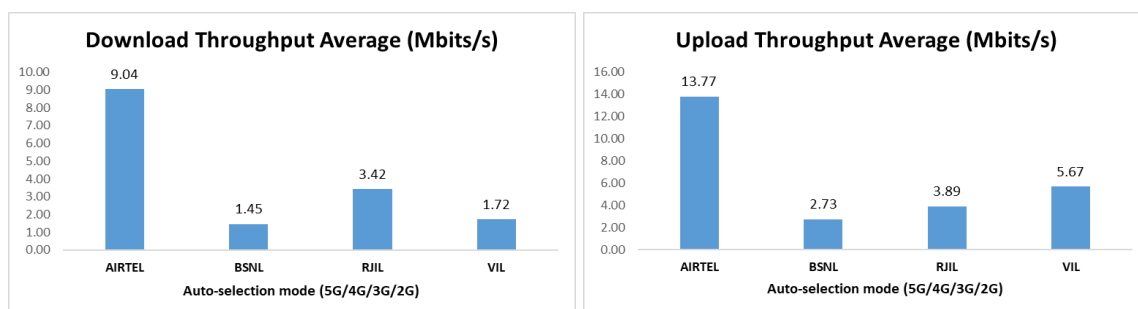


Figure- 29: Download and Upload throughput.

ii) Manipal Hospital, Gangtok

(a) Data Parameters (Auto-selection mode- 5G/4G/3G/2G)

Manipal Hospital, Gangtok				
Parameters	Service Provider			
	Auto-Selection Mode (5G/4G/3G/2G)			
	AIRTEL	BSNL	RJIL	VIL
Download Throughput Average(Mbits/s)	75.22	0.86	76.26	0.61
Download Throughput 80th Percentile	107.47	1.23	100.06	0.71
Download Throughput 20th Percentile	24.12	0.36	49.31	0.43
Download Session Setup Success Rate %	91.67	92.31	83.33	80.00
Upload Throughput Average (Mbits/s)	37.94	2.73	29.53	15.36
Upload Throughput 80th Percentile	68.49	4.23	50.71	22.26
Upload Throughput 20th Percentile	6.75	1.40	7.80	8.51
Upload Session Setup Success Rate %	91.67	83.33	90.91	90.91
Latency (ms)-50th Percentile	17.53	79.00	19.25	188.00

Table-43: Summary of Data performance in network auto-selection mode (5G/4G/3G/2G).

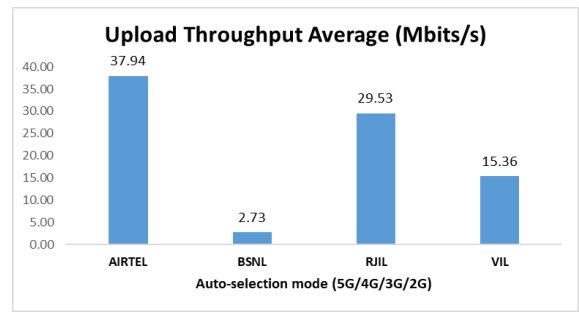
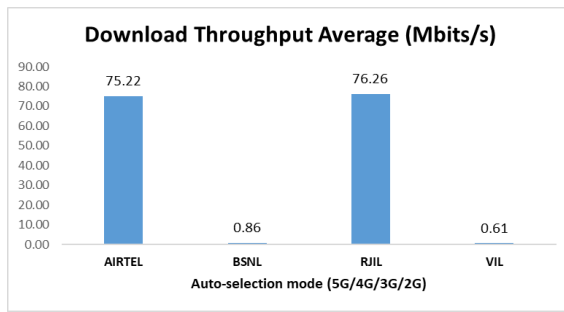


Figure- 30: Download and Upload throughput

5. Voice & Data Key findings

5.1 Overall Voice

1. Call Setup Success Rate:

- a) Airtel, BSNL and VIL have 64.75%, 92.56% and 93.75% call setup success rate respectively in 3G/2G network mode. (refer table-3)
- b) Airtel, BSNL, RJIL and VIL have 77.11%, 51.93%, 87.33% and 94.29% call setup success rate respectively in auto-selection mode (5G/4G/3G/2G). (refer table-5)
- c) Airtel had a 100.00% call setup success rate while calling RJIL, whereas call blocking was observed when calling BSNL and VIL (refer to Table-9).
- d) BSNL, RJIL & VIL experienced call blocking while calling peer service provider. (refer to Table-9)

2. Call Setup Time:

- a) Airtel, BSNL and VIL call setup time is 6.29, 2.76 and 4.95 seconds respectively in 3G/2G network mode. (refer table-3)
- b) Airtel, BSNL, RJIL & VIL call setup time is 2.59, 5.59, 1.08 and 1.63 seconds respectively in Auto-selection mode (5G/4G/3G/2G). (refer table-5)

3. Call Silence/Mute Rate:

In packet switched network (4G/5G) Airtel, BSNL, RJIL & VIL have 11.86%, 5.79%, 7.88% & 16.88% silence call rate respectively. Further Airtel, BSNL, RJIL & VIL downlink RTP packet loss is 6.74%, 6.48%, 3.25% & 7.10% respectively. In uplink Airtel, BSNL, RJIL & VIL RTP packet loss is 5.10%, 7.81%, 6.28% & 9.84% respectively. (refer table-6)

4. Drop Call Rate:

- a) Airtel, BSNL and VIL drop call rate 1.67%, 5.53% and 1.03% respectively in 3G/2G network mode. (refer table-3)
- b) Airtel, BSNL, RJIL and VIL drop call rate 0.00%, 5.45%, 1.53% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G). (refer table-5)

5.2 Overall Data

1. Data download and upload performance (Overall i.e. LSA):

- a) Airtel, BSNL, RJIL and VIL average download speeds are 36.64 Mbps, 1.22 Mbps, 74.94 Mbps and 11.95 Mbps respectively. (refer table-11)
- b) Airtel, BSNL, RJIL and VIL average upload speeds are 9.79 Mbps, 2.42 Mbps, 8.93 Mbps and 9.54 Mbps respectively. (refer table-11)

2. Data download and upload performance (static i.e. while stationary):

- a) Airtel, BSNL, RJIL and VIL average download speeds are 68.08 Mbps, 1.06 Mbps, 65.38 Mbps and 9.75 Mbps respectively. (refer table-26)

- b) Airtel, BSNL, RJIL and VIL average upload speeds are 22.41 Mbps, 2.14 Mbps, 20.54 Mbps and 13.85 Mbps respectively. (refer table-26)

3. Data session setup success rate (static i.e. while stationary):

- a) Airtel, BSNL, RJIL and VIL have 80.00%, 48.00%, 80.00% and 80.00% download session setup success rate respectively. (refer table-26)
- b) Airtel, BSNL, RJIL and VIL have 80.00%, 52.00%, 80.00% and 80.00% upload session setup success rate. (refer table-26)

5.3 Operator wise Key Findings

1. Airtel:

Voice

- 64.75% call setup success rate and 1.67% drop call rate have been observed for 3G/2G network mode respectively for LSA and City Drive. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-3 & 13)
- 77.11% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for LSA. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-5)
- 70.88% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for City Drive. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-15)
- 100.00% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for all hotspot locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-20)
- 100.00% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for both walk test locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-38 & 40)

Data

- Airtel has 36.64 Mbps average download speed & 9.79 Mbps average upload speed for LSA. (refer table-11)
- Airtel has 33.34 Mbps average download speed & 7.06 Mbps average upload speed across measured routes for city drive. (refer table-19)
- Hanuman Tok, Ropeway, Rumtek Monastery and Sikkim Secretariat have less download speed (less than 100 Mbps) out of total 5 Hotspots for auto-selection mode (5G/4G/3G/2G). (refer table-27, 29, 30 & 31)

- Hanuman Tok and Ropeway have less upload speed (less than 20 Mbps) out of total 5 Hotspots for auto-selection mode (5G/4G/3G/2G). (refer table-27 & 29)
- Both walk test locations have less download speed (less than 100 Mbps) for auto-selection mode (5G/4G/3G/2G) (refer table- 42 & 43)
- M G Marg has less upload speed (less than 20 Mbps) out of total 2 walk test locations for auto-selection mode (5G/4G/3G/2G) (refer table- 42)

2. BSNL:

Voice

- 92.56% call setup success rate and 5.53% drop call rate have been observed for 3G/2G network mode respectively for LSA and City Drive. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-3 & 13)
- 51.93% call setup success rate and 5.45% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for LSA. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-5)
- 47.88% call setup success rate and 7.48% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for City Drive. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- 96.00% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for all hotspot locations. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-20)
- 50.00% & 0.00% call setup success rate and 0.00% & 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) at M G Marg & Manipal Hospital Walk test locations respectively. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-38 & 40)

Data

- BSNL has 1.22 Mbps average download speed & 2.42 Mbps average upload speed for LSA. (refer table-11)
- BSNL has 1.23 Mbps average download speed & 2.40 Mbps average upload speed across measured routes for city drive. (refer table-19)
- All hotspots have less download speed (less than 10 Mbps) for auto-selection mode (5G/4G/3G/2G). (refer table- 27, 28, 29, 30 & 31)
- Hanuman Tok, Mayfair Spa Resort & Casino, Gangtok and Rumtek Monastery have less upload speed (less than 2 Mbps) out of total 5 Hotspots for auto-selection mode (5G/4G/3G/2G). (refer table- 27, 28 & 30)

- Both walk test locations have less download speed (less than 10 Mbps) for auto-selection mode (5G/4G/3G/2G). (refer table- 42 & 43)

3. RJIL:

Voice

- 87.33% call setup success rate and 1.53% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) respectively for LSA. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-5)
- 87.77% call setup success rate and 1.99% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) respectively for City Drive. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-15)
- 80.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) respectively for all hotspot locations. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-20)
- 100.00% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for both walk test locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-38 & 40)

Data

- RJIL has 74.94 Mbps average download speed & 8.93 Mbps average upload speed for LSA. (refer table-11)
- RJIL has 77.72 Mbps average download speed & 7.28 Mbps average upload speed across measured routes in city drive. (refer table-19)
- Hanuman Tok, Ropeway, Rumtek Monastery and Sikkim Secretariat have less download speed (less than 100 Mbps) out of total 5 Hotspots for auto-selection mode (5G/4G/3G/2G). (refer table-27, 29, 30 & 31)
- Hanuman Tok and Ropeway have less upload speed (less than 20 Mbps) out of total 5 Hotspots for auto-selection mode (5G/4G/3G/2G). (refer table-27 & 29)
- Both walk test locations have less download speed (less than 100 Mbps) for auto-selection mode (5G/4G/3G/2G) (refer table- 42 & 43)
- M G Marg has less upload speed (less than 20 Mbps) out of total 2 walk test locations for auto-selection mode (5G/4G/3G/2G) (refer table- 42)

4. VIL:

Voice

- 93.75% call setup success rate and 1.03% drop call rate have been observed for 3G/2G network mode respectively for LSA and City Drive. Performance is

not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-3 & 13)

- 94.29% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for LSA. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-5)
- 97.13% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for City Drive. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-15)
- 80.00% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for all hotspot locations. Performance is not meeting the benchmark of 98.00% for call setup success rate while within the benchmark of 2.00% for drop call rate. (refer table-20)
- 100.00% call setup success rate and 0.00% drop call rate have been observed for auto-selection mode (5G/4G/3G/2G) respectively for both walk test locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-38 & 40)

Data

- VIL has 11.95 Mbps average download speed & 9.54 Mbps average upload speed for LSA. (refer table-11)
- VIL has 13.17 Mbps average download speed & 9.03 Mbps average upload speed across measured routes for city drive. (refer table-19)
- Hanuman Tok, Mayfair Spa Resort & Casino, Gangtok, Ropeway & Sikkim Secretariat have less download speed (less than 10 Mbps) out of total 5 Hotspots for auto-selection mode (5G/4G/3G/2G). (refer table-27, 28, 29 & 31)
- Hanuman Tok, Mayfair Spa Resort & Casino, Gangtok and Sikkim Secretariat have less upload speed (less than 2 Mbps) out of total 5 Hotspots for auto-selection mode (5G/4G/3G/2G). (refer table- 27, 28 & 31)
- Both walk test locations have less download speed (less than 10 Mbps) for auto-selection mode (5G/4G/3G/2G) (refer table- 42 & 43)

6. Annexure

6.1 Route wise coverage map

6.1.1 City

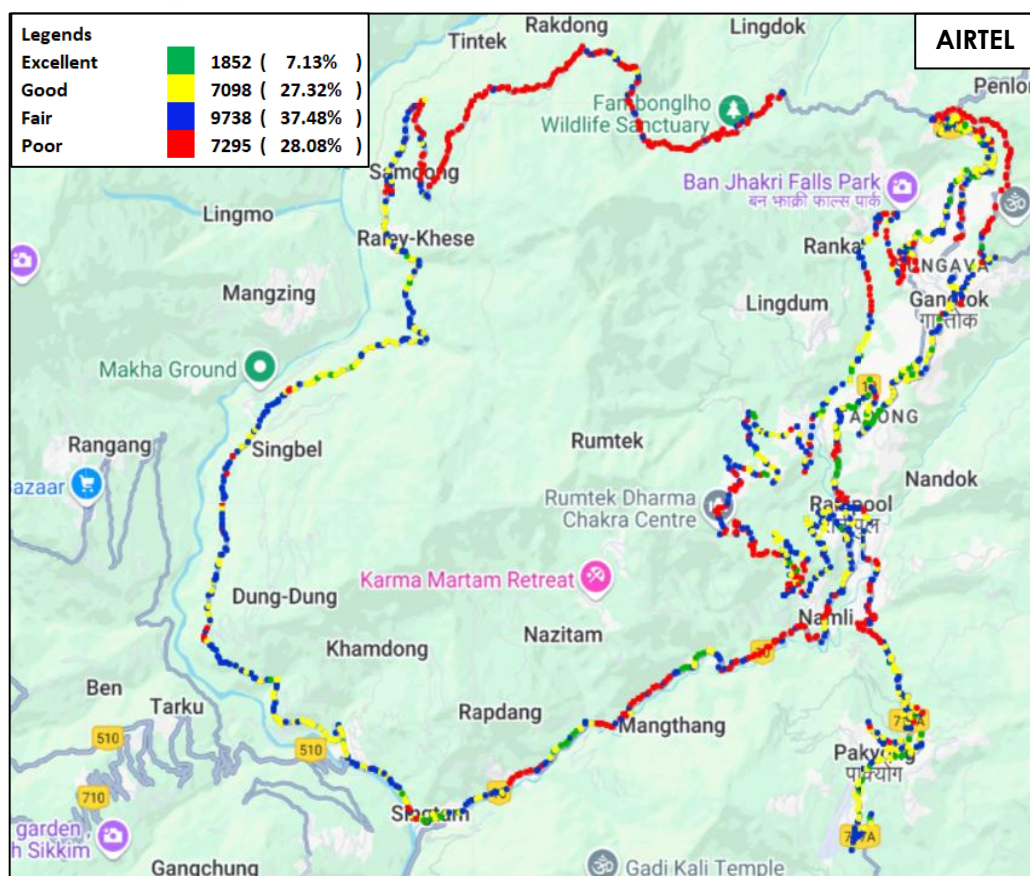


Figure-31: Signal strength 3G/2G network mode – AIRTEL.

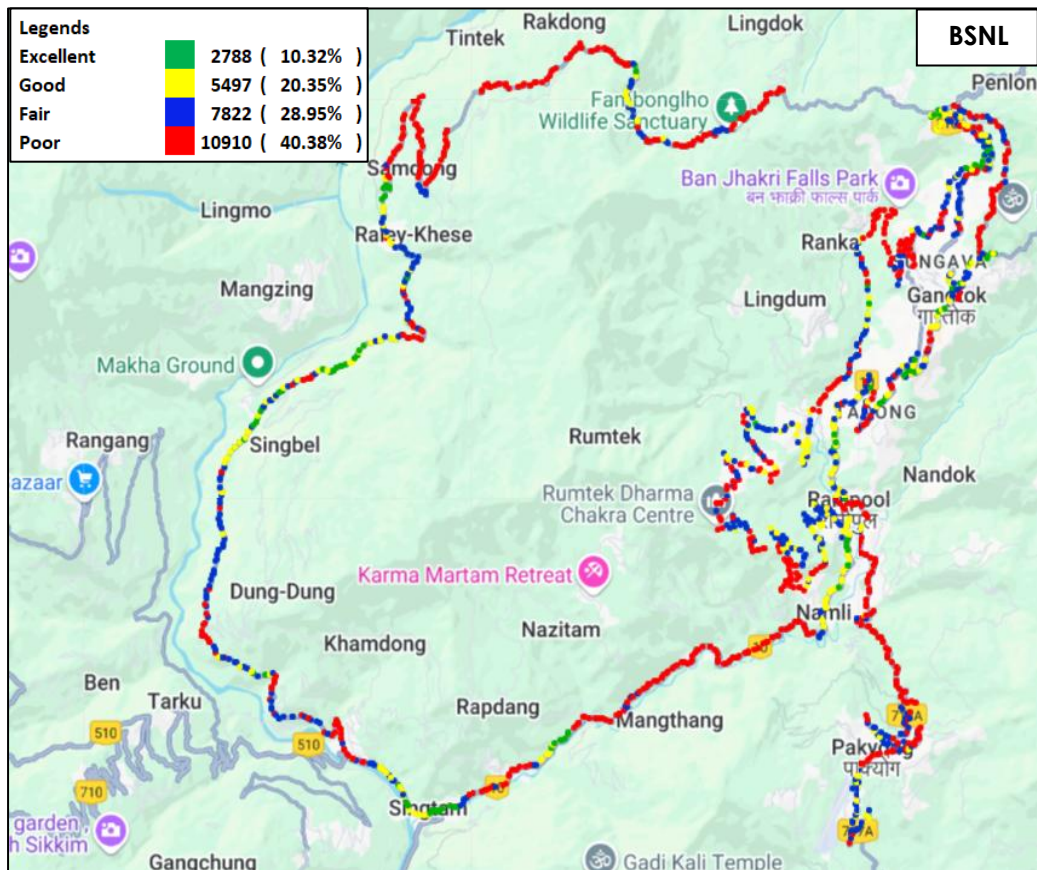


Figure-32: Signal strength 3G/2G network mode – BSNL.

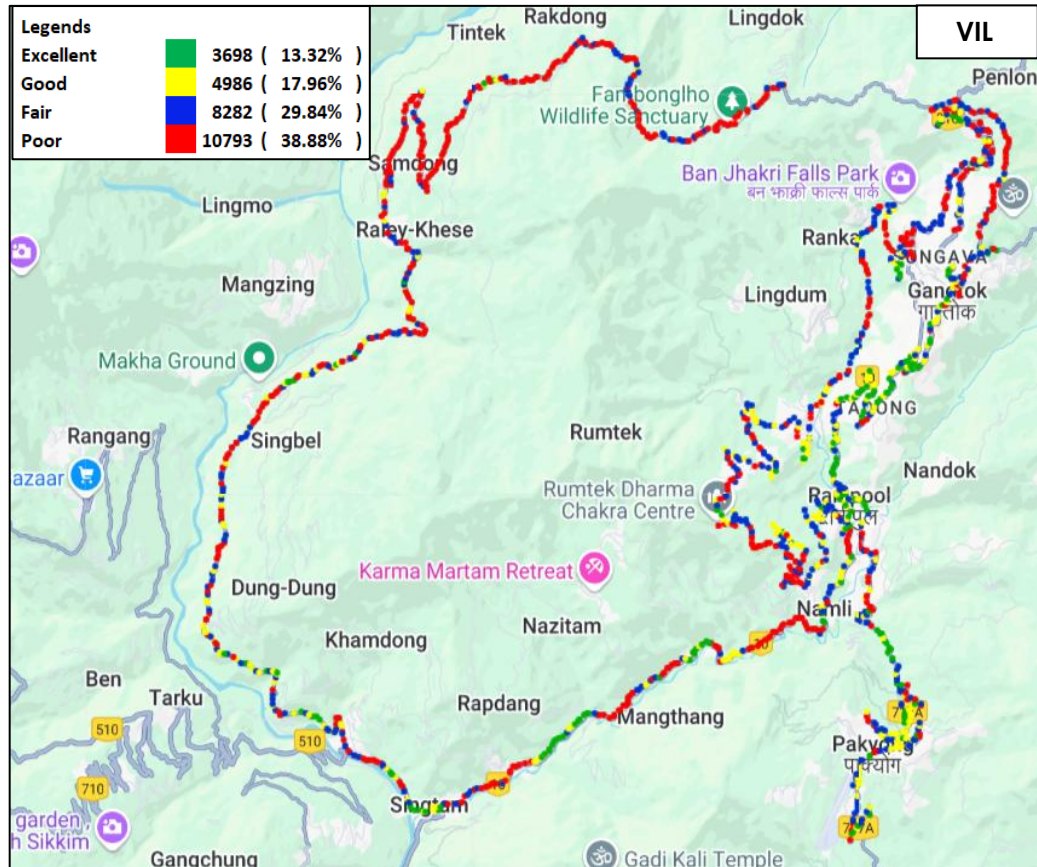


Figure-33: Signal strength 3G/2G network mode – VIL.

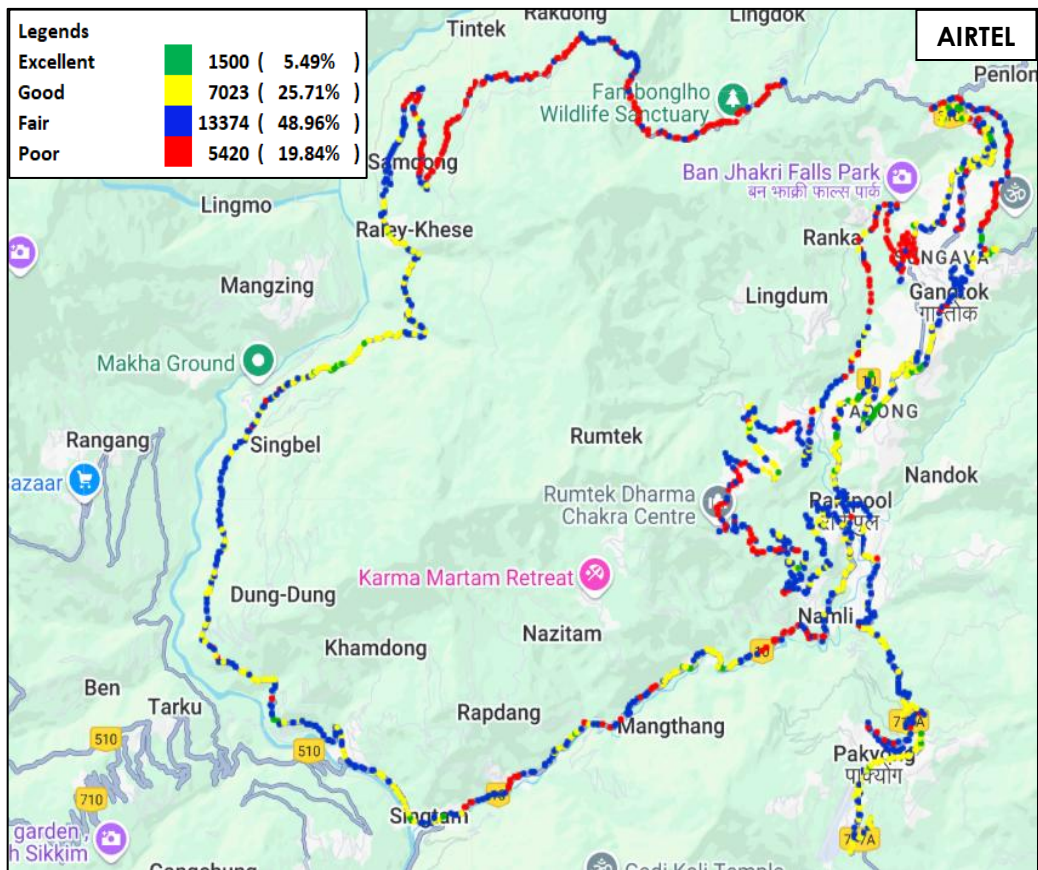


Figure-34: Signal strength auto-selection mode 5G/4G/3G/2G – AIRTEL.

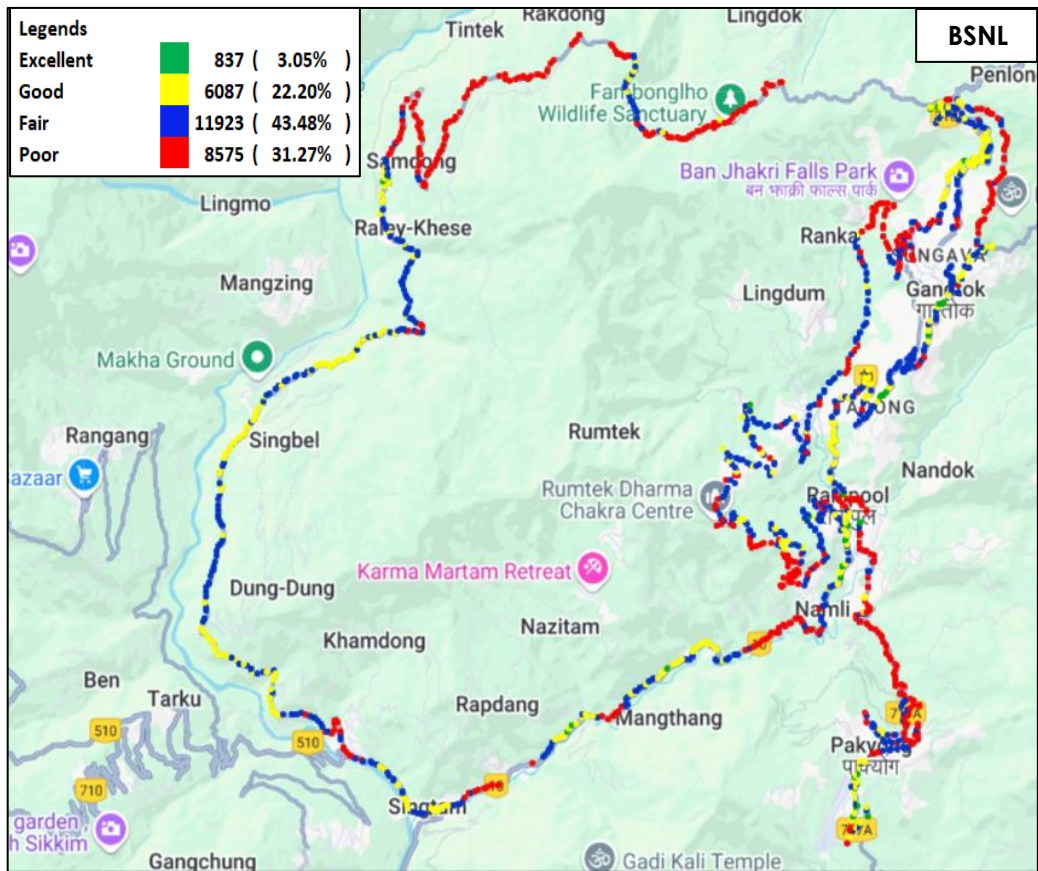


Figure-35: Signal strength auto-selection mode 5G/4G/3G/2G – BSNL.

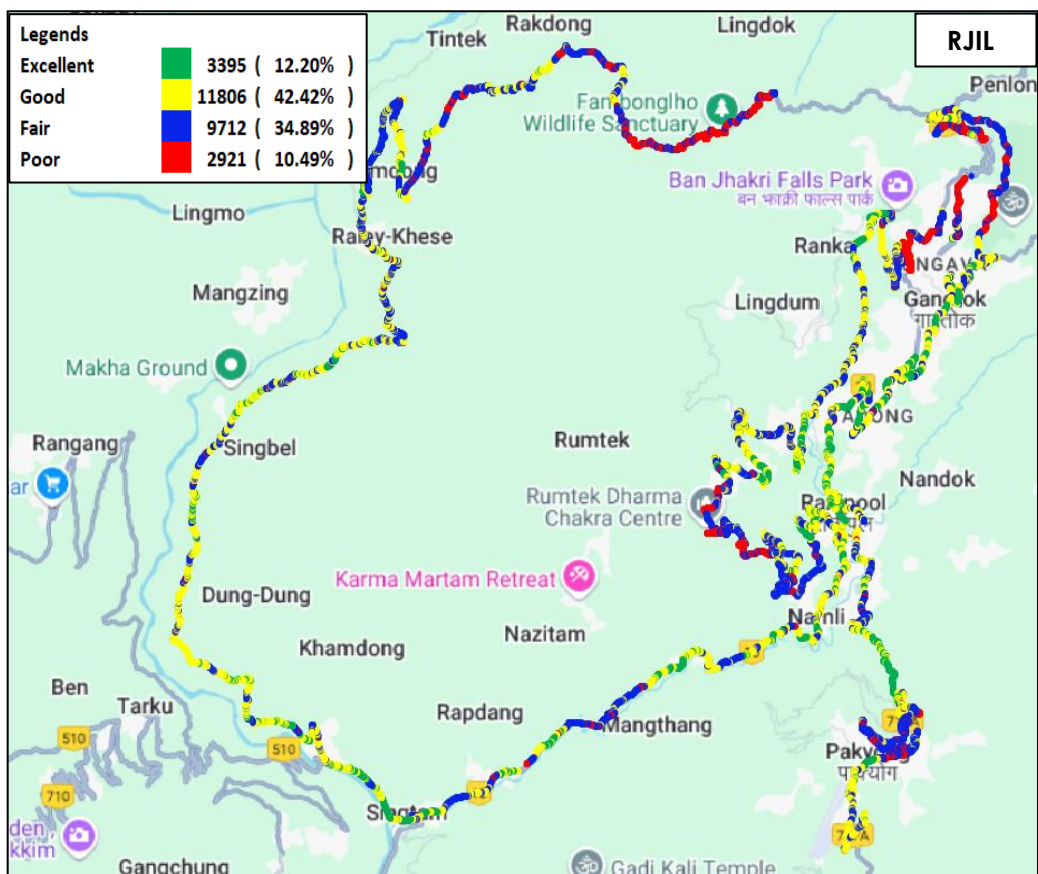


Figure-36: Signal strength auto-selection mode 5G/4G/3G/2G – RJIL.

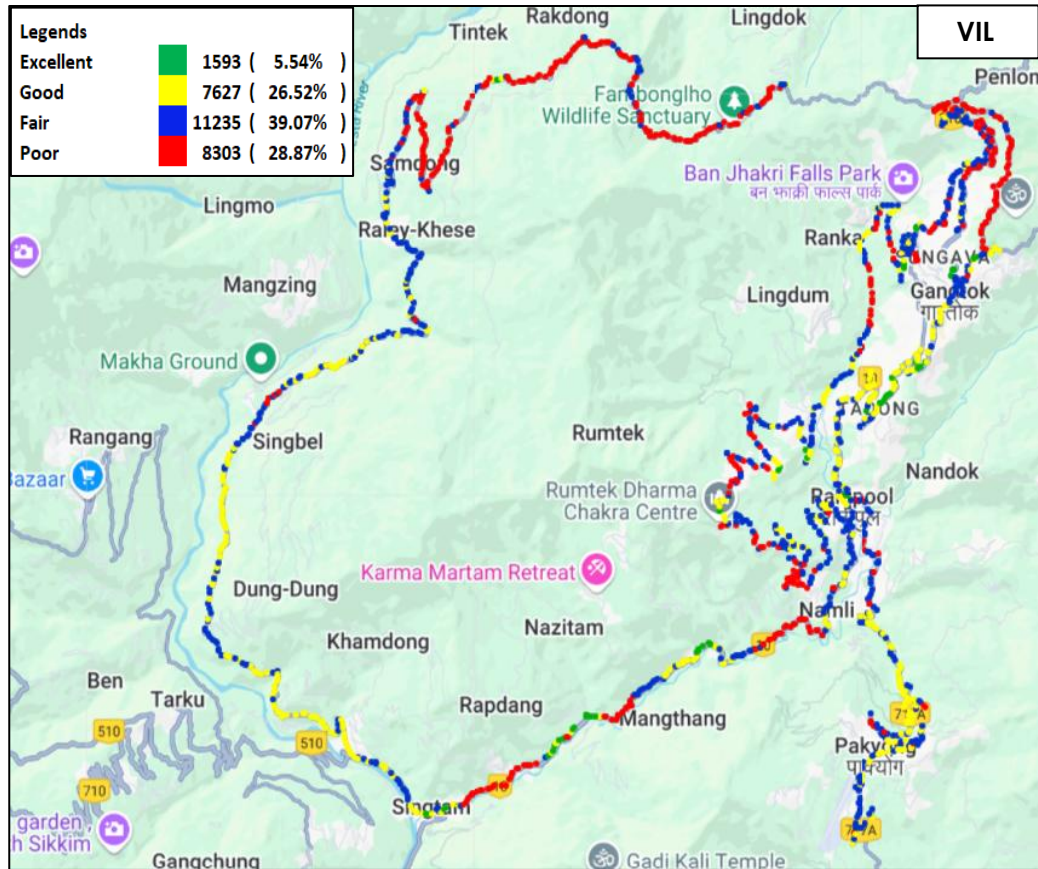


Figure-37: Signal strength auto-selection mode 5G/4G/3G/2G – VIL.

7. Appendix

The details of the setup used for conducting the drive test and the network or performance parameters captured under different conditions may be seen at Appendix-I. The calculation method of each QoS parameter is given in Appendix-II of the report. The summary of key equipment used in technical setup is as under

- **Device-1:** OnePlus Nord CE3 for 3G/2G CAT-15 Smartphone.
- **Device-2:** Samsung Galaxy S23 for 5G/4G/3G/2G CAT-20 Smartphone
- **Drive test Software:** Azenqos Engineering capable Applications to capture actual user experience.

7.1 Appendix-I

7.1.1 Drive test setup

Voice Call		
Call details	Technology	Detail
Call Setup Timeout	<ul style="list-style-type: none"> • 3G/2G auto mode- switch Call • 5G/4G/3G/2G auto mode- switch Call • 5G/4G MOS Call 	30 Sec
Call Duration		120 Sec
Wait/ Guard Time		15 Sec

Table-44: Voice test detail

Note-

- There is 15 sec wait time after locking and before starting first call in 3G/2G call.
- 10 calls to be made at each Hotspot location.
- Minimum 10 Calls to be made during the walk test. Call count will be increased based on walk test distance.
- Speech quality (MOS) has been measured only in city drive & highway by making Mobile to Mobile call.
- 180 Sec calls were made only in highway & railway route drive.

Data Test		
Test Type	Technology	Detail
HTTP/FTP Download	5G/4G/3G/2G Auto Mode	500 MB File- 30 Sec Timeout, (Multithread 3- TCP Connection at a time)
HTTP/FTP Upload		250 MB File- 30 Sec Timeout, (Multithread 3- TCP Connection at a time)
YouTube Streaming		20 Sec Video & 25 sec Timeout (Only at Hotspot)
Web Browsing		3 popular websites (www.google.co.in , www.irctc.co.in , www.sbi.co.in) 20 sec timeout (only at Hotspot)

Latency		25 count- Dynamic 1000 count- Hotspot Payload- 512 bytes in all drive
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Table-45: Data test detail

Note-

- 5 Data iteration to be done at each hotspot location.
- Minimum 5 iteration to be made during the walk test. Iteration count will be increased based on walk test distance.
- Ping test to be performed only once at hotspot location.
- Youtube & Web browsing test to be performed at static location only.
- All values are taken up to two decimal places with round off.
- Download and upload testing has been done on FTP server for Airtel, BSNL & RJIL. (Airtel, BSNL & RJIL not provided HTTP server)
- VIL download and upload testing is done on HTTP Server.

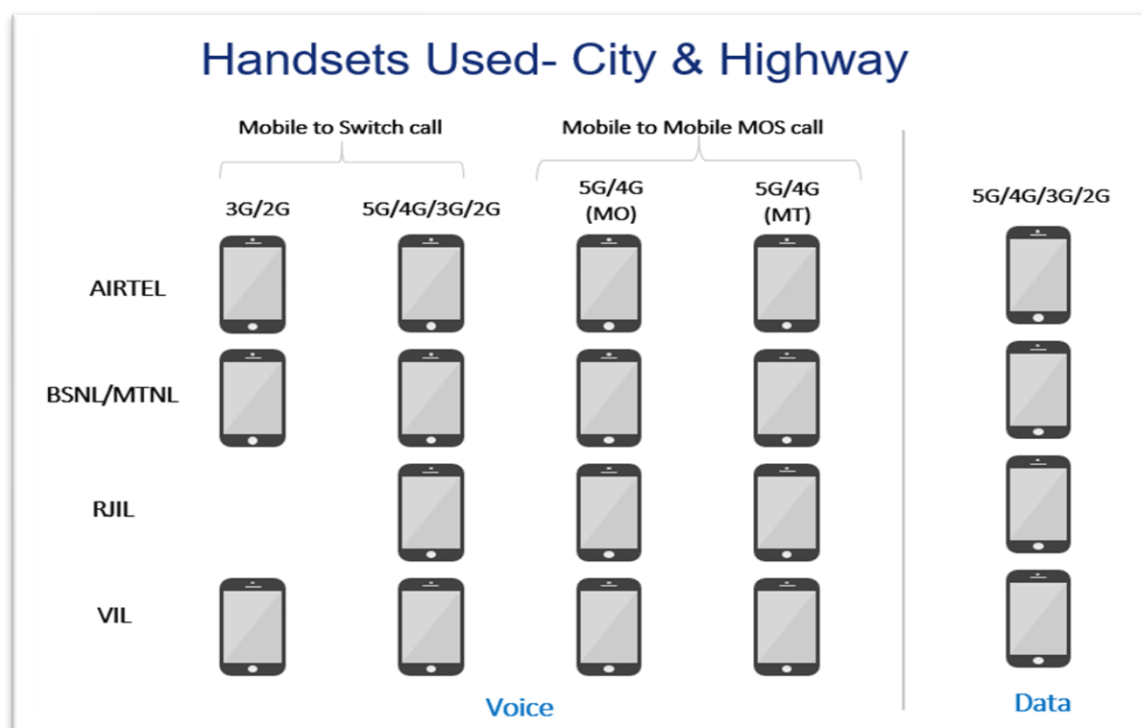


Figure-38: Number of handsets used in city & highway drive

MO: Mobile originating

MT: Mobile terminating

Handsets Used- Railway/Metro/Walk Test/ Hotspot & Coastal Area



Figure-39: Number of handsets used in railway/metro/walktest/hotspot & coastal area

Note- 5G & 4G Lock mode testing has been performed at hotspot locations only.

7.1.2 Drive test Methodology

(a) Dynamic voice testing (on the move)

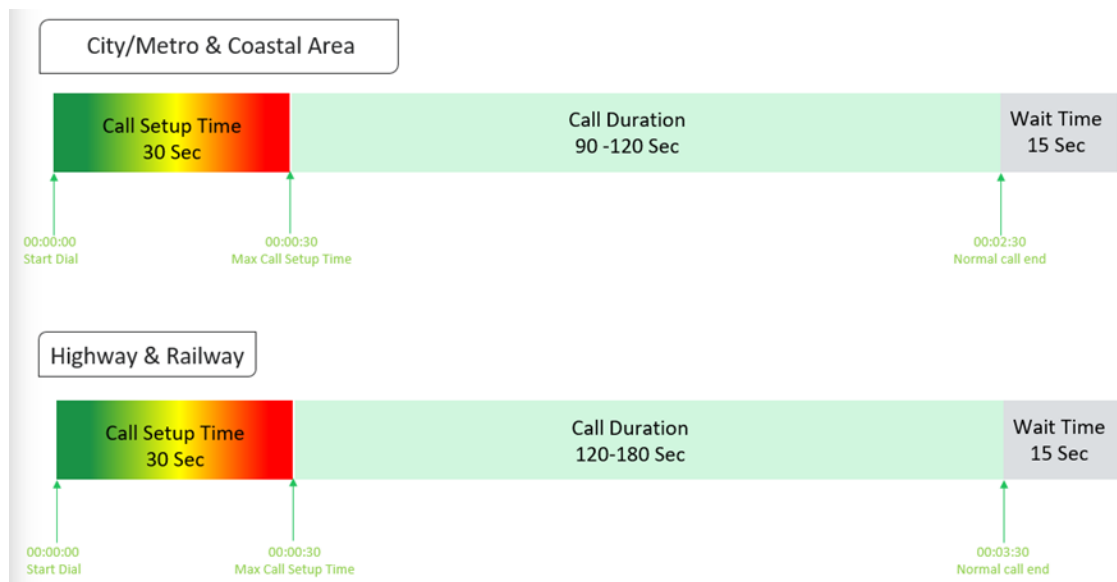


Figure-40: Voice test script for city/railway/metro/highway & coastal area

- 15 sec wait time is applied after locking Radio Access Technology (RAT) to 3G/2G and before starting first call in 3G/2G call.
- Speech quality (MOS) will be measured only City & Highway drive by making Mobile to Mobile calls.

(b) Hotspot voice testing



Figure-41: Voice test script for walktest/hotspot

- 10 calls to be made at each Hotspot location.
- Minimum 10 Calls to be made during the walk test. Call count will be increased based on walk test distance.

(c) Dynamic Data (internet) test

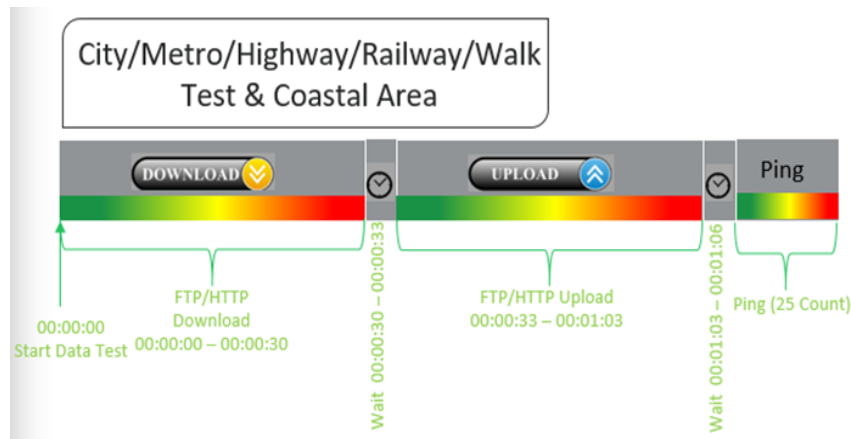


Figure-42: Data test script used in city/metro/railway/highway/walk test & coastal area

(d) Static Data(internet) testing

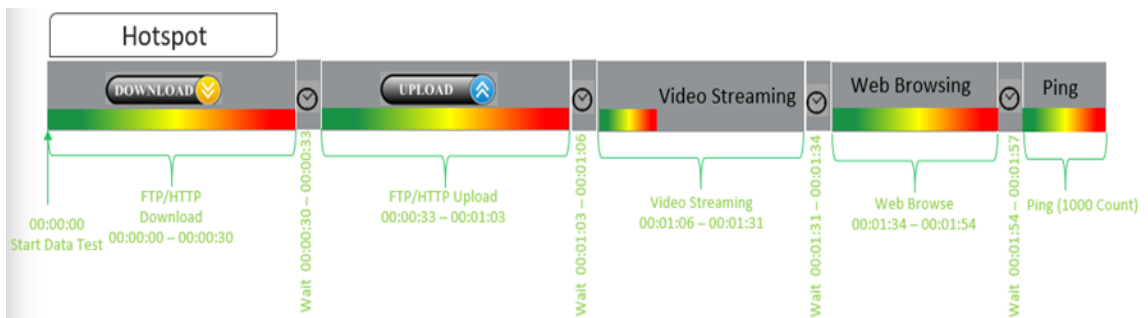


Figure-43: Data test script used at hotspot

- 5 Data iteration done at each hotspot location.
- Min. 5 iteration made during the walk test.
- Web browsing duration mentioned above is for one web site only.
- Only 1 ping iteration (with 1000 Count) done at hotspot location.

7.2 Appendix-II

7.2.1 Network Performance Parameters for Voice calls

Parameter Name	Definition
Call Setup Success Rate	<p>(i) Call Setup Success Rate is defined as the ratio of Established Calls to Call Attempts. 'Established Calls' mean the following events have happened in call setup:</p> <ul style="list-style-type: none"> (a) Call attempt is made (b) The signaling channel is allocated (c) The call is routed to the outwards path of the terminating network (d) An alert signal is received by caller in the form of ring back tone, busy tone, or an announcement. <p>CSSR = (Total Call Established/ Total Call Attempt) *100</p> <p>As per QoS Regulation 2024 benchmark value is >=98%</p>
Drop Call Rate	<p>Drop call represents the service provider network's ability to maintain a call once it has been successfully established. This parameter shall include both incoming calls and outgoing calls which, once they have been established and have an assigned traffic channel/ bearer, are dropped, or interrupted before their normal completion by the user, the cause of the early termination being within the service provider's network</p> <p>Drop Call Rate = (Total Drop Call/Total Call Established) *100</p> <p>As per QoS Regulation 2024 benchmark value is <=2%</p>
Call Setup Time	<p>Time taken from call initiate to call alerting/ringing.</p> <p>Call Setup Time = T2- T1</p> <p>T2- Ringing (VoLTE/VoNR) & Alerting (for WCDMA & GSM), T1- Invite (VoLTE/VoNR) & CM Service Request (for WCDMA & GSM)</p>
Voice Quality (MOS)	<p>Voice quality in mobile networks is measured with algorithms based on ITU-T P.863 (POLQA). The grading for Voice quality has been given as:</p> <p>Excellent: MOS ≥ 4 and < 5 Good : MOS ≥ 3 and < 4 Fair : MOS ≥ 2 and < 3 Poor : MOS ≥ 1 and < 2</p>
Handover Success Rate	<p>Handover Success Rate = Count of successful handovers (All Technology Handover combined) / Total count of Handover Attempt (All Technology Handover combined) *100</p> <p>Handover type which are considered- 2G Inter & Intra cell, 3G Soft & IRAT, 4G Inter & Intra frequency & SRVCC, 5G Inter & Intra frequency & 5G to 4G handovers.</p>
Silence Call	<p>A call which has ≥ 4 sec continuous RTP gap is considered as a Silence Call.</p> <p>Silence call rate = (count of silence call / Total calls established) *100</p> <p>If a call observes multiple silence count ≥ 4 sec in a particular established call it has been taken as one silent event.</p>

Jitter	<p>The inter arrival jitter is the difference in the relative transit time for two packets. The relative transit time is the difference between a packet's Real-time Transport Protocol (RTP) timestamp and the receiver's clock at the time of arrival, measured in the same units. If S_i is the RTP timestamp from packet i, and R_i is the time of arrival in RTP timestamps units for packet i, then for two packets i and j the inter-arrival jitter D can be expressed as:</p> $D(i,j) = (R_j - R_i) - (S_j - S_i)$ <p>The interarrival jitter is calculated continuously as each data packet i is received from source $SSRC_n$, using this difference D for that packet and the previous packet $i-1$ in order of arrival (not necessarily in sequence), according to the formula</p> $J(i) = J(i-1) + (D(i-1,i) - J(i-1))/16 \text{ or } 8$																																		
Downlink Packet Drop Rate	<p>Number of RTP (Real-time Transport Protocol) Packets lost divided by total RTP packet received (against each source_SSRC and sequence number) at call originating handset.</p> <p>This KPI is calculated from MOS call for packet call only (VoNR/VoLTE)</p>																																		
Uplink Packet Drop Rate	<p>Number of RTP (Real-time Transport Protocol) Packets lost divided by total RTP packet received (against each source_SSRC and sequence number) at call terminating handset. This KPI is calculated from MOS call for packet call only (VoNR/VoLTE).</p>																																		
Signal Strength	<p>Signal strength is the signal power level received by the wireless user.</p> <table><tr><th rowspan="2">Parameter Name</th><th rowspan="2">Technology</th><th colspan="4">Signal Strength (dBm)</th></tr><tr><th>Excellent</th><th>Good</th><th>Fair</th><th>Poor</th></tr><tr><td>Rx Level</td><td>GSM</td><td>0 to ≥ -65</td><td><-65 to ≥ -75</td><td><-75 to ≥ -85</td><td><-85 to min</td></tr><tr><td>RSCP</td><td>WCDMA</td><td>0 to ≥ -70</td><td><-70 to ≥ -80</td><td><-80 to ≥ -90</td><td><-90 to min</td></tr><tr><td>RSRP</td><td>LTE</td><td>0 to ≥ -80</td><td><-80 to ≥ -95</td><td><-95 to ≥ -110</td><td><-110 to min</td></tr><tr><td>SS_RSRP</td><td>NR</td><td>0 to ≥ -80</td><td><-80 to ≥ -95</td><td><-95 to ≥ -110</td><td><-110 to min</td></tr></table>	Parameter Name	Technology	Signal Strength (dBm)				Excellent	Good	Fair	Poor	Rx Level	GSM	0 to ≥ -65	<-65 to ≥ -75	<-75 to ≥ -85	<-85 to min	RSCP	WCDMA	0 to ≥ -70	<-70 to ≥ -80	<-80 to ≥ -90	<-90 to min	RSRP	LTE	0 to ≥ -80	<-80 to ≥ -95	<-95 to ≥ -110	<-110 to min	SS_RSRP	NR	0 to ≥ -80	<-80 to ≥ -95	<-95 to ≥ -110	<-110 to min
Parameter Name	Technology			Signal Strength (dBm)																															
		Excellent	Good	Fair	Poor																														
Rx Level	GSM	0 to ≥ -65	<-65 to ≥ -75	<-75 to ≥ -85	<-85 to min																														
RSCP	WCDMA	0 to ≥ -70	<-70 to ≥ -80	<-80 to ≥ -90	<-90 to min																														
RSRP	LTE	0 to ≥ -80	<-80 to ≥ -95	<-95 to ≥ -110	<-110 to min																														
SS_RSRP	NR	0 to ≥ -80	<-80 to ≥ -95	<-95 to ≥ -110	<-110 to min																														

Table-46: Network performance parameter and definition voice

7.2.2 Network Performance Parameters Data tests

Parameter Name	Definition
Download Speed (Mbps)	<p>The download speed is defined as the data transmission rate that is achieved for downloading a test file from a test server to a test device.</p> <p>Download Speed = Total bytes transferred during download / Total time for transfer</p> <ul style="list-style-type: none"> 80th percentile (upper range) & 20th percentile (lower range) value has been calculated for download throughput in dynamic drive and Hotspot combine data
Upload Speed (Mbps)	<p>The upload speed is the data transmission rate that is achieved for uploading a test file from a test device to a test server.</p> <p>Upload Speed = Total bytes transferred during upload / Total time for transfer.</p> <ul style="list-style-type: none"> 80th percentile (upper range) & 20th percentile (lower range) value has been calculated for upload throughput in dynamic drive and Hotspot combine data.
Download Session Setup Success Rate	<p>(total download session established (successfully connected to server)/ total download session attempt) *100.</p> <p>This KPI has been calculated for Hotspot only.</p>

Upload Session Setup Success Rate	(total upload session established (successfully connected to server)/ total upload session attempt)*100. This KPI need to report for Hotspot only.
Web Page Download Time	<p>Web browsing test is used to measure performance in terms of opening a web/HTTP page.</p> <p>Time taken to open the web page successfully is considered as web browsing delay/web page download time.</p>
Video Streaming Delay	The Video streaming delay is time taken from start of video transfer to First video frame displayed in player.
Latency	<p>Latency is the time it takes for a small data set to be transmitted from a device to a server on the Internet and back to the same device again.</p> <p>The Latency is measured in milliseconds (ms).</p> <p>To calculate the one-way latency we just do half of the round-trip time. 50th percentile of one way latency has been reported.</p>
Jitter	<p>Measure of variation in time in arrival of packets from a source to destination</p> <p>The consideration of packet delay jitter is considered by standard deviation of Inter Packet Delay Variation. If IPDV is used. By standard deviation is meant the average of standard deviation of IPDV on DL</p> <p>$IPDV(i) = D(i) - D(i-1)$ then Stdvs of IPDV is considered as jitter.</p>
Packet Loss Rate	<p>Number of packets lost out of total packet transferred during test. $Packet\ loss\ rate = (Total\ packet\ lost / Total\ packet\ sent) * 100$</p> <p>* Packet delay (using ping) >90 ms considered as packet loss and included in packet loss rate.</p> <p>* Packet loss rate is calculated based on ICMP</p> <p>* 90th percentile for Packet loss rate has been reported in overall Hotspot performance summary.</p>

Table-47: Network performance parameter and definition Data

Disclaimer: The observations presented above and, in the reports, represent the performance of the service providers on the area/route under test on the day/time of conducting the drive test and no inference whatsoever may be drawn regarding the quality of the telecom service by the service providers in the whole city/state/licensed service area.