

For Immediate Release

TRAI Assesses Network Quality Across Agartala city and adjoining areas in the State of Tripura under North East Licensed Service Area

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the Assam (LSA), covering extensive city routes of Agartala city and adjoining areas in the month of August 2025. The drive tests, conducted under the supervision of the TRAI Regional Office, Kolkata, were designed to capture real-world mobile network performance across diverse usage environments- Urban Zones, Institutional Hotspots, business areas, rural residential areas etc.

Between **25th August 2025 and 29nd August 2025**, TRAI teams conducted detailed tests across Agartala city and adjoining areas in the state of Tripura covering 292.5 Km of city drive test, 10 Hotspot locations and 1.7 Km of walk test. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of the IDT have already been intimated to all the TSPs concerned.

Key Parameters Assessed:

a) **Voice Services:** Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence Rate, Speech Quality (MOS), Coverage.

b) **Data Services:** Download/Upload Throughput, Latency, Jitter, Packet Drop Rate, and Video Streaming Delay.

The overall mobile network performance in Agartala city and adjoining areas is summarized below:

Call Setup Success Rate- Airtel, BSNL, RJIL and VIL have call setup success rate of 97.77%, 83.23%, 95.20% and 82.28% respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate- Airtel, BSNL, RJIL and VIL have drop call rate of 0.91%, 5.83%, 0.00% and 2.48% respectively in Auto-selection mode (5G/4G/3G/2G).

5G Data Services delivered maximum average download speed of 209.52 Mbps and maximum average upload speed of 22.09 Mbps in city drive.

In **Agartala city and adjoining areas**, the assessment included the areas of Mohanpur, Khowai, Chebri, Kalyanpur, Kamalnagar, Teliamura, Jirania, Gakulnagar, Bishalgarh, Kakraban, Udaipur, Jampuijala and Shyamnagar etc. TRAI also evaluated real-world conditions at (i) District and Sessions Judge Court Agartala, (ii) Khowai Hospital Chowmuhan Khowai, (iii) Maharaja Bir Bikram College Agartala, (iv) Neermahal Rudijala, (v) Netaji Subhash Mahavidyalaya Udaipur Dhawaj nagar, (vi) Secretariat Complex, (vii) Teliamura Higher Secondary School Karailong, (viii) Tripura University Agartala, (ix) Tripurasundari Shaktipeeth Agartala, and (x) Ujjayanta Palace through **static testing** and

at (i) Agartala City Centre, (ii) Agartala Railway Station, and (iii) ILS Hospitals Agartala, through **walk-test**.

Performance against key QoS parameters:

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

CSSR	CST	DCR	Mute call	MOS	Avg. Download Speed (Mbps)	Avg. Upload Speed (Mbps)	Latency-50 th Percentile (ms)
Airtel 97.77%	RJIL 0.73	RJIL 0.00%	VIL 1.58%	VIL 4.58	RJIL 209.52	Airtel 22.09	RJIL 21.60
RJIL 95.20%	VIL 1.51	Airtel 0.91%	BSNL 1.66%	Airtel 4.02	Airtel 116.89	RJIL 14.72	Airtel 28.60
BSNL 83.23%	Airtel 2.46	VIL 2.48%	Airtel 2.70%	RJIL 3.86	VIL 23.17	VIL 8.00	VIL 47.85
VIL 82.28%	BSNL 2.84	BSNL 5.83%	RJIL 3.42%	BSNL 2.72	BSNL 0.89	BSNL 2.62	BSNL 86.00
Summary-Voice services Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have call setup success rate of 97.77%, 83.23%, 95.20% and 82.28% respectively in Auto-selection mode (5G/4G/3G/2G). Call Setup Time: Airtel, BSNL, RJIL and VIL have call setup time of 2.46, 2.84, 0.73 and 1.51 seconds respectively in Auto-selection mode (5G/4G/3G/2G). Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate of 0.91%, 5.83%, 0.00% and 2.48% respectively in Auto-selection mode (5G/4G/3G/2G). Call Silence/Mute Rate: Airtel, BSNL, RJIL and VIL have silence call rate of 2.70%, 1.66%, 3.42% and 1.58% respectively in packet switched network (5G/4G). Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have Average MOS of 4.02, 2.72, 3.86 & 4.58 respectively.					Summary-Data services Data Download performance (Overall): Average download speed of Airtel (5G/4G/2G) is 116.89 Mbps, BSNL (4G/3G/2G) is 0.89 Mbps, RJIL (5G/4G) is 209.52 Mbps and VIL (4G/2G) is 23.17 Mbps. Data Upload performance (Overall): Average upload speed of Airtel (5G/4G/2G) is 22.09 Mbps, BSNL (4G/3G/2G) is 2.62 Mbps, RJIL (5G/4G) is 14.72 Mbps and VIL (4G/2G) is 8.00 Mbps. Latency (Overall): Airtel, BSNL, RJIL & VIL 50 th percentile latency is 28.60 ms, 86.00 ms, 21.60 ms & 47.85 ms respectively. Data performance - Hotspots (in Mbps): Airtel- 4G D/L: 25.03 4G U/L: 13.36 5G D/L: 143.42 5G U/L: 40.93 BSNL- 4G D/L: 0.57 4G U/L: 3.11 RJIL- 4G D/L: 21.99 4G U/L: 6.89 5G D/L: 209.40 5G U/L: 13.78 VIL- 4G D/L: 24.54 4G U/L: 9.50 Note- "D/L" Download speed, "U/L" Upload speed		

The tests were conducted using TRAI suggested equipment and standardised protocols in real-time environments. The detailed report is available at TRAI website www.trai.gov.in. For any clarification/information, Shri Kaushik Mukherjee, Advisor (Regional Office, Kolkata) TRAI may be contacted on email: adv.kolkata@trai.gov.in or at Tel. No. +91-33-22361401.


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