**For Immediate Release**

## TRAI Assesses Network Quality Along Bolpur Shantiniketan to New Jalpaiguri Railway Route, In West Bengal Licensed Service Area

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the West Bengal Licensed Service Area (LSA), covering the **railway route** from **Bolpur Shantiniketan to New Jalpaiguri** in the month of July 2025. The drive test, conducted under the supervision of the TRAI Regional Office, Kolkata, was designed to capture real-world mobile network performance experienced by the railway passengers and others along the rail route.

On **25th July 2025**, TRAI teams conduced detailed tests along the railway route from Bolpur Shantiniketan station to New Jalpaiguri station covering 418.0 Km of railway route. 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, Coverage.

b) **Data Services**: Download/Upload Throughput, Latency.

The overall mobile network performance along the railway route from Bolpur Shantiniketan to New Jalpaiguri is summarized below:

**Call Setup Success Rate-** Airtel, BSNL, RJIL and VIL have 100.00%, 58.18%, 97.30% and 88.24% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

**Drop Call Rate-** Airtel, BSNL, RJIL and VIL have drop call rate 1.89%, 13.54%, 1.85% and 20.83% respectively in Auto-selection mode (5G/4G/3G/2G).

**Data Services** delivered average download speed of 121.47 Mbps and average upload speed of 11.38 Mbps during drive test.

In railway route from **Bolpur Shantiniketan to New Jalpaiguri**, **West Bengal** the assessment included the railway stations of - Sainthia, Rampurhat, New Farakka junction, Malda Town, and Kishanganj.

## Performance against key QoS parameters:

**CSSR**: Call Setup Success Rate (in %), **CST**: Call Setup Time (in seconds), and **DCR**: Drop Call Rate (in %)

| | CSSR | | CST | | DCR |
|---|---|---|---|---|---|
| Airtel | 100.00% | RJIL | 0.80 | RJIL | 1.85% |
| RJIL | 97.30% | VIL | 1.94 | Airtel | 1.89% |
| VIL | 88.24% | Airtel | 2.07 | BSNL | 13.54% |
| BSNL | 58.18% | BSNL | 3.04 | VIL | 20.83% |

| | Avg. Download Speed (Mbps) | | Avg. Upload Speed (Mbps) | | Latency-50th Percentile(ms) |
|---|---|---|---|---|---|
| RJIL | 121.47 | Airtel | 11.38 | RJIL | 25.20 |
| Airtel | 49.30 | RJIL | 10.81 | BSNL | 46.05 |
| VIL | 16.04 | VIL | 8.39 | VIL | 46.43 |
| BSNL | 2.14 | BSNL | 2.62 | Airtel | 52.75 |

### Summary-Voice services

**Call Setup Success Rate:** Airtel, BSNL, RJIL and VIL have 100.00%, 58.18%, 97.30% and 88.24% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).
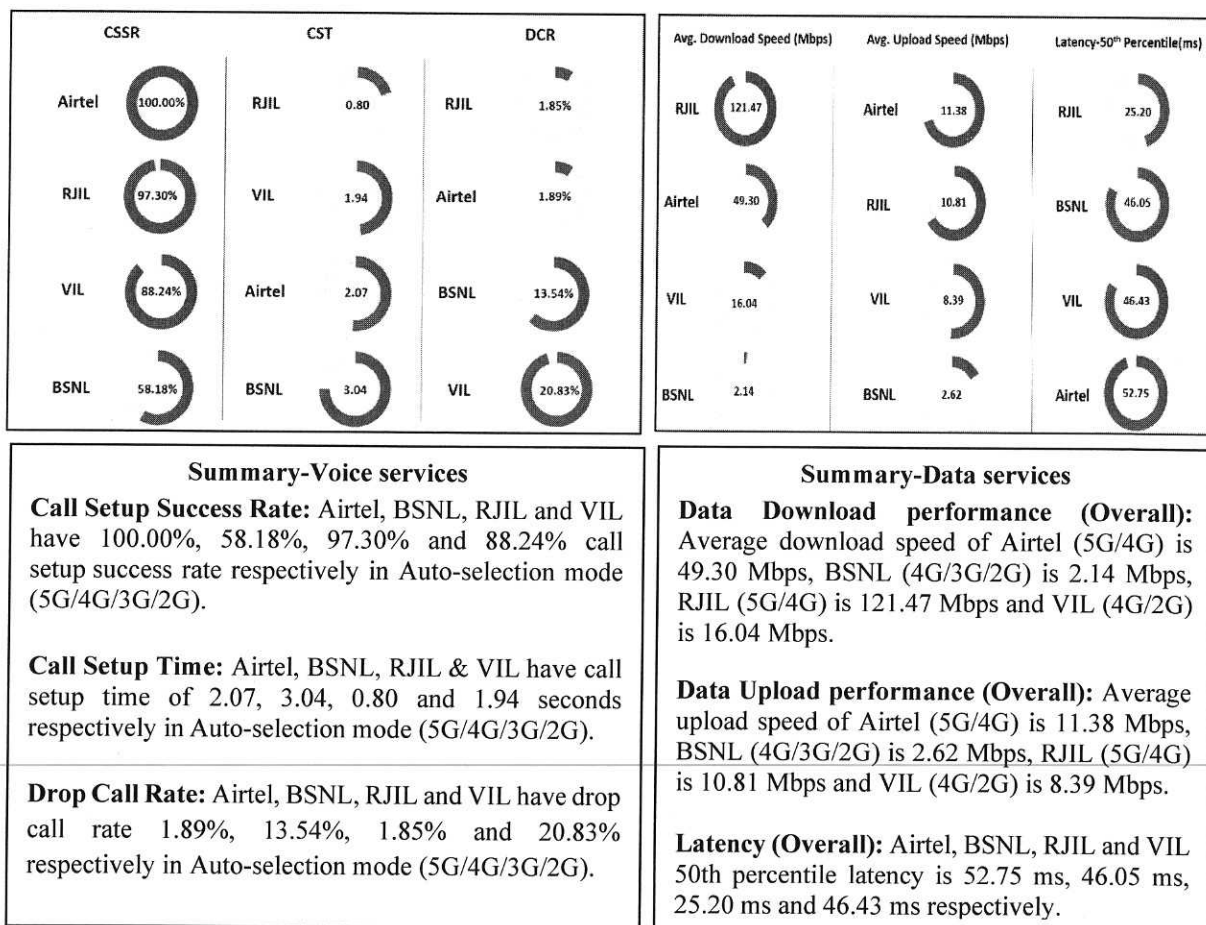
**Call Setup Time:** Airtel, BSNL, RJIL & VIL have call setup time of 2.07, 3.04, 0.80 and 1.94 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

**Drop Call Rate:** Airtel, BSNL, RJIL and VIL have drop call rate 1.89%, 13.54%, 1.85% and 20.83% respectively in Auto-selection mode (5G/4G/3G/2G).

### Summary-Data services

**Data Download performance (Overall):** Average download speed of Airtel (5G/4G) is 49.30 Mbps, BSNL (4G/3G/2G) is 2.14 Mbps, RJIL (5G/4G) is 121.47 Mbps and VIL (4G/2G) is 16.04 Mbps.

**Data Upload performance (Overall):** Average upload speed of Airtel (5G/4G) is 11.38 Mbps, BSNL (4G/3G/2G) is 2.62 Mbps, RJIL (5G/4G) is 10.81 Mbps and VIL (4G/2G) is 8.39 Mbps.

**Latency (Overall):** Airtel, BSNL, RJIL and VIL 50th percentile latency is 52.75 ms, 46.05 ms, 25.20 ms and 46.43 ms respectively.

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 B. Praveen Kumar, 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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