

TRAI Assesses Network Quality Across Asansol, Durgapur, Bardhaman, Tamluk, Haldia, Contai and Digha towns and adjoining areas in the State of West Bengal, under West Bengal Licensed Service Area

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The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the West Bengal Licensed Service Area (LSA), covering extensive city routes of Asansol, Durgapur, Bardhaman, Tamluk, Haldia, Contai and Digha of West Bengal in the month of July 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, rural residential areas, tourist locations etc.

Between 1st July 2025 to 19th July 2025, TRAI teams conducted detailed tests across 691.0 Km of city test, 7.0 Km of walk test and 23 Hotspot locations. 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 Asansol, Durgapur, Bardhaman, Tamluk, Haldia, Contai and Digha, West Bengal is summarized below:

Call Setup Success Rate- Airtel, BSNL, RJIL and VIL have call setup success rate of 100.00%, 93.73%, 99.92% and 96.74% respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate- Airtel, BSNL, RJIL and VIL have drop call rate of 0.00%, 2.34%, 0.08% & 0.16% respectively in Auto-selection mode (5G/4G/3G/2G).

5G Data Services delivered maximum average download speed of 245.34 Mbps and maximum average upload speed of 25.45 Mbps in city drive.

In Asansol, Durgapur, Bardhaman, West Bengal the assessment included the areas of - Burnpur, Neamatpur, Usha gram, Nehru Park, Sitarampur, Chelidanga, Hamidpur, Rail par, Raniganj, Andal, Benachity, A Zone, B Zone, City Center, Bidhannagar, Durgapur Barrage, Raj bandh, Panagarh, Budbud, Galsi, Khosbagan,

Bajepratappur, Raiganj, Burdwan University etc. TRAI also evaluated real-world conditions at (i) SAIL ISP Burnpur Hospital, (ii) Galaxy Mall, Asansol (iii) Asansol Railway Station Bus Stand, (iv) Bardhaman Railway Station, (v) D.M Office, Burdwan ,(vi) Curzon Gate, Burdwan, (vii) St. Xavier’s College, Burdwan, (viii) Ullash More Bus Stop, Burdwan, (ix) Durgapur Bus Stand, (x) Durgapur Barrage, (xi) DSP Main Hospital, Durgapur, (xii) Benachity Market, Durgapur, (xiii) Kazi Nazrul Islam Airport, Durgapur through **static testing** and at (i) Centrum Mall, Asansol (ii) D.M Office, Asansol, (iii) Asansol Super Speciality Hospital, (iv) Bidhan Chandra College, Asansol, (v) Durgapur City Centre, (vi) N.I.T Durgapur, (vii) Burdwan University, (viii) Burdwan Medical College & Hospital, through **walk-test**.

In **Tamluk, Haldia, Contai and Digha, West Bengal** the assessment included the areas of - Nandakumar, Kakgechhya, Radhamoni, Radhaballavpur, Uttar Chara Sankara, Bargabhima Temple, Mahishadal, Geonkhali, Chaitanyapur, Sutahata, Durgachak, Haldia Township, Chandipur, Bajkul, Henria, Nachinda Temple, Dhandighi, Junput, Chaulkhola, Mandarmani, Tajpur, Digha Mohana, New Digha etc. TRAI also evaluated real-world conditions at (i) Old Digha Sea Beach, (ii) Jagannathdham Temple, Digha(iii) Digha Bus Stand, Contai (iv) Contai Bazar,Contai (v) Haldia International port L₂ Terminal, (vi) City Centre,Haldia ,(vii) Coast Guard Station,Haldia, (viii) D.M Office, Tamluk, (ix) Bargabhima Mandir, (x) Tamralipta Mahavidyalaya, Tamluk through **static test** and at (i) Tamluk District Court, (ii) Tamralipto Government Medical College & Hospital, (iii) Haldia Institute of Technology, (iv) P. K College, Contai, (v) Digha Railway Station through **walk-test** to reflect stationary user experience.

Performance against key QoS parameters:

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



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 Sanjay Kumar Gupta, 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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