

TRAI Assesses Network Quality Across North 24 Parganas and Nadia districts and adjoining areas in the State of West Bengal, along National Highway (NH- 12) from Barasat to Raiganj and along Railway route from Howrah to Bardhaman via Bandel, all under West Bengal Licensed Service Area (LSA)

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The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the West Bengal LSA, covering extensive city routes of North 24 Parganas and Nadia districts and adjoining areas, highway route of Barasat to Raiganj along NH- 12 and railway route from Howrah to Bardhaman via Bandel in the month of February 2026. 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, residential areas, experience of passengers and others along the rail route etc.

Between **10th February 2026 and 21st February 2026**, TRAI teams conducted detailed tests across city routes of North 24 Parganas and Nadia districts and adjoining areas, highway route of Barasat to Raiganj along NH- 12 and railway route from Howrah to Bardhaman via Bandel in West Bengal LSA covering **436.3 Km of city drive test, 28 Hotspot locations, 4.4 Km of walk test, 363.6 Km of Highway drive test, and 107.3 Km Railway drive 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:

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

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

The overall mobile network performance in city routes of North 24 Parganas and Nadia districts in the State of West Bengal in West Bengal LSA is summarized below:

Call Setup Success Rate- Airtel, BSNL, RJIL and VIL have call setup success rate of 96.66%, 83.79%, 99.72% and 99.91% respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate Airtel, BSNL, RJIL and VIL have drop call rate of 0.00%, 5.85%, 0.55% and 0.55% respectively in Auto-selection mode (5G/4G/3G/2G).

5G Data Services delivered maximum average download speed of 212.68 Mbps and maximum average upload speed of 28.09 Mbps in the overall city drive test.

The **poor Signal Strength** in auto-selection mode (5G/4G/3G/2G) has been observed during drive test as per detailed below

Type of Drive Test in auto-selection mode (5G/4G/3G/2G)	% of samples having poor signal strength							
	Voice testing				Data testing			
	Airtel	BSNL	RJIL	VIL	Airtel	BSNL	RJIL	VIL
City	1.60%	34.01%	2.13%	5.91%	11.36%	29.72%	9.87%	17.10%
Highway	0.47%	27.80%	0.55%	1.49%	6.68%	27.99%	8.28%	6.32%
Railway	0.66%	8.17%	0.65%	2.97%	6.19%	35.51%	6.57%	8.94%

In North 24 Parganas and Nadia districts, the assessment included the areas of Habra, Kankpul, Sherpur More, South Habra, Bagjola, Gurdaha, Kholapota, Berachampa, Haroa, Minakhan, Nazat, Kharampur, Hasnabad, Basirhat, Akharpur, Aturia, Tentulia, Maslandapur, Dhakuria, Angrail, Bangaon, Chakdaha, Simurali, Ranaghat, Birnagar, Krishnanagar, Gobindapur, Badkulla, Kanthaliamath and Mayapur etc. and for Highway from Barasat to Raiganj passing through Amdanga, Ranaghat, Krishnanagar, Debagram, Bhabta, Morgram, Sadikpur, Farakka, Gazole and Rupahar etc.

TRAI also evaluated real-world conditions at (i) Ashoknagar State General Hospital Ashoknagar Kalyangarh, (ii) Basirhat Court Basirhat, (iii) Basirhat Super Speciality Hospital Itinda Basirhat, (iv) Beldanga-I B.D.O. Office Sarulia, (v) Bethuadahari Wildlife Sanctuary, Segun Bagan Rd, Rajendranagar, (vi) Bongaon S. D. Hospital Dr. J. R. Dhar Chakdaha Champaberia Bangaon, (vii) Central Sericulture Raninagar Chuapur Berhampore, (viii) Dhaanyaganga Krishi Vigyan Kendra Sargachi Mission Bus Stop NH 12 Sargachhi Mahishasthali (ix) Fulia Tant Saree Hat NH 12 Belemath Phulia, (x) Gobardanga Hindu College Jamdani Gobardanga, (xi) JMN Medical College and Hospital Panchpota Chakdaha Ektarpur, (xii) Kaliachak-I B.D.O. Office Malda Baliadanga, (xiii) Krishnagar Collegiate School Rabindra Nath Tagore Rd Krishnanagar, (xiv) Krishnanagar Head Post Office Rn Tagore Road More Krishnanagar, (xv) Krishnanagar Palace Krishnanagar, (xvi) Kulik Bird & Wildlife Sanctuary NH 12 Raiganj Soharai, (xvii) Maulana Abul Kalam Azad University of Technology Haringhata Farm, (xviii) Raiganj Government Medical College and Hospital, (xix) Raiganj Post Office, (xx) Ranaghat College Old Berhampore Rd Ranaghat, (xxi) Ranaghat Session Court Ranaghat, (xxii) Ranaghat Sub-Divisional Hospital Sreenath Pur Ranaghat, (xxiii) Santipur Hat Santipur, (xxiv) Santipur State General Hospital Santipur, (xxv) Sree Chaitanya College Habra Bokavhoda Habra, (xxvi) Sujapur Primary Health Centre Sujapur, (xxvii) Taki Ramakrishna Mission High School Taki, (xxviii) Thakurnagar Thakurbari Thakurnagar Chikanpara; **through static testing** and at (i) Krishnanagar City Junction Railway Station Krishnanagar, (ii) Krishnanagar Sadar District Hospital Ranaghat - Krishnanagar Byp, (iii) Mayapur Iskon Mandir Chaitanya Bhawan Bbt Rd Mayapur, (iv) Ranaghat Junction Railway Station Ranaghat **through walk-test**.

Performance against key QoS parameters:

Summary-Data services

Data Download performance (Overall): Average download speed of Airtel (5G/4G) is 120.39 Mbps, BSNL (4G/3G/2G) is 12.50 Mbps, RJIL (5G/4G) is 212.68 Mbps and VIL (5G/4G/2G) is 23.36 Mbps.

Data Upload performance (Overall): Average upload speed of Airtel (5G/4G) is 28.09 Mbps, BSNL (4G/3G/2G) is 4.06 Mbps, RJIL (5G/4G) is 25.87 Mbps and VIL (5G/4G/2G) is 13.73 Mbps.

Latency (Overall): Airtel, BSNL, RJIL and VIL 50th percentile latency is 56.37 ms, 51.24 ms, 42.29 ms, 46.67 ms respectively.

Data performance - Hotspots (in Mbps):

Airtel- 4G D/L: 43.28 4G U/L: 6.97

5G D/L: 181.53 5G U/L: 36.97

BSNL- 4G D/L: 12.01 4G U/L: 3.95

RJIL- 4G D/L: 50.08 4G U/L: 13.64

5G D/L: 242.15 5G U/L: 29.64

VIL- 4G D/L: 16.20 4G U/L: 9.44

Note- “D/L” Download speed, “U/L” Upload speed

Summary-Voice services

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 96.66%, 83.79%, 99.72% and 99.91% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

Call Setup Time: Airtel, BSNL, RJIL and VIL have call setup time of 1.84, 6.33, 0.62 and 0.99 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%, 5.85%, 0.55% and 0.55% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Silence/Mute Rate: Airtel, BSNL, RJIL and VIL have silence call rate of 0.15%, 3.26%, 0.75% and 1.00% respectively in packet switched network (4G/5G).

Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have average MOS of 4.02, 3.13, 4.52 and 4.45 respectively.

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 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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