

For Immediate Release

TRAI Assesses Network Quality along Coastal route in Sundarban area in the State of West Bengal

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings conducted in the coastal route along rivers Herobhanga, Bidyadhari and Datta in Sundarban area in the State of West Bengal in the month of January 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- village residential areas, tourist locations, and local businesses etc.

On **29th January 2026**, TRAI teams conducted detailed tests along rivers Herobhanga, Bidyadhari and Datta in Sundarban area in the State of West Bengal covering **41.0 Km of coastal drive test**, and **1 Hotspot** location. 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 in the coastal route along rivers Herobhanga, Bidyadhari and Datta in Sundarban area in the State of West Bengal is summarized below:

Call Setup Success Rate- Airtel, BSNL, RJIL and VIL have call setup success rate of 100.00%, 18.37%, 100.00% and 91.61% respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate Airtel, BSNL, RJIL and VIL have drop call rate of 0.00%, 8.89%, 0.68% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G).

5G Data Services delivered maximum average download speed of 60.40 Mbps and maximum average upload speed of 17.49 Mbps in the overall coastal drive test.

The **poor Signal Strength** in auto-selection mode (5G/4G/3G/2G) has been observed for 4.27%, 25.81%, 9.64% & 11.74% of the total IDT route during **voice testing in city drive** in case of Airtel, BSNL, RJIL & VIL respectively. The same, during **data testing in city drive** was observed for 24.44%, 24.81%, 25.95% & 11.76% in case of Airtel, BSNL, RJIL & VIL respectively.

Along the rivers Herobhanga, Bidyadhari and Datta in Sundarban area, the assessment included the areas of Jharkhali, Amlamethi, Sajnekhali, Sonagar, Gadkhali etc.

TRAI also evaluated real-world conditions at Jhore Jole Jongole - Eco Heritage Resort - Jharkhali through **static testing**.

Performance against key QoS parameters:

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

Voice Services			Data Services		
CSSR	CST	DCR	Avg. Download Speed (Mbps)	Avg. Upload Speed (Mbps)	Avg. Ping Delay (ms)
Airtel: 100.00%	RJIL: 0.75	Airtel: 0.00%	RJIL: 60.40	RJIL: 17.49	RJIL: 34.79
RJIL: 100.00%	VIL: 1.53	VIL: 0.00%	Airtel: 58.81	Airtel: 8.33	VIL: 47.97
VIL: 91.61%	Airtel: 1.91	RJIL: 0.68%	VIL: 21.65	VIL: 6.60	Airtel: 69.83
BSNL: 18.37%	BSNL: 7.20	BSNL: 8.89%	BSNL: 3.24	BSNL: 3.58	BSNL: 154.01
<p>Summary-Voice services</p> <p>Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 100.00%, 18.37%, 100.00% and 91.61%, call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).</p> <p>Call Setup Time: Airtel, BSNL, RJIL & VIL have call setup time of 1.91, 7.20, 0.75 and 1.53 seconds respectively in Auto-selection mode (5G/4G/3G/2G).</p> <p>Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate 0.00%, 8.89%, 0.68% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G).</p>			<p>Summary-Data services</p> <p>Data Download performance (Overall): Average download speed of Airtel (5G/4G) is 58.81 Mbps, BSNL (4G/3G/2G) is 3.24 Mbps, RJIL (5G/4G) is 60.40 Mbps and VIL (4G/2G) is 21.65 Mbps.</p> <p>Data Upload performance (Overall): Average upload speed of Airtel (5G/4G) is 8.33 Mbps, BSNL (4G/3G/2G) is 3.58 Mbps, RJIL (5G/4G) is 17.49 Mbps and VIL (4G/2G) is 6.60 Mbps.</p> <p>Latency (Overall): Airtel, BSNL, RJIL and VIL 50th percentile latency is 69.83 ms, 154.01 ms, 34.79 ms, 47.97 ms respectively.</p> <p>Data performance - Hotspots (in Mbps): Airtel- 4G D/L: 5.81 4G U/L: 4.76 RJIL- 4G D/L: 17.86 4G U/L: 4.92 5G D/L: 24.10 5G U/L: 5.73</p> <p><small>Note- "D/L" Download speed, "U/L" Upload speed All download and upload tests were failed in Airtel 5G, BSNL 4G & VIL 4G.</small></p>		

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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