

# TRAI Assesses Network Quality of Mobile Service Operators across Hardoi & Shahjahanpur Cities and nearby areas and Varanasi to Prayagraj Railway of UP (East) LSA

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The Telecom Regulatory Authority of India (TRAI) has conducted Independent Drive Tests (IDT) covering Hardoi & Shahjahanpur Cities and nearby areas and Varanasi to Prayagraj Railway Route of UP (East) LSA during the month of February '2026. The IDT have been designed to capture real-world mobile network performance across diverse usage environments –Urban zones, hotspots, public transport hubs etc.

TRAI, through its appointed agency, conducted detailed drive tests of 426.0 Kms of City test, 123.2 Kms of Railway test and 4.2 kms of walk test in Hardoi & Shahjahanpur Cities and Varanasi to Prayagraj Railway during 16<sup>th</sup> February to 20<sup>th</sup> February '2026. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of IDT have been intimated to all the TSPs concerned for further necessary action.

## **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.

**Call Setup Success Rate:** Airtel, BSNL, RJIL and VIL have 99.86%, 91.23%, 100.00% and 99.44%, 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 of 0.14%, 2.75, 0.56% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G).

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during voice testing has been observed as 3.18%, 23.62%, 3.91% & 15.47% in the City Drive Test Route in case of Airtel, BSNL, RJIL & VIL respectively.

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during data testing has been observed as 15.20%, 31.13%, 18.18% & 32.37% in the City Drive Test Route in case of Airtel, BSNL, RJIL & VIL respectively.

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during voice testing has been observed in 2.19%, 39.67%, 1.44% & 14.75% of the Railway Drive Test Route in case of Airtel, BSNL, RJIL & VIL respectively.

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during data testing has been observed in 11.66%, 36.29%, 9.39% & 21.17% of the Railway Drive Test Route in case of Airtel, BSNL, RJIL & VIL respectively.

### Summary of Performance against key QoS parameters

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



### Summary-Voice services

**Call Setup Success Rate:** Airtel, BSNL, RJIL and VIL have 99.86%, 91.23%, 100.00% and 99.44%, 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 1.21, 3.93, 0.65 and 1.20 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

**Drop Call Rate:** Airtel, BSNL, RJIL and VIL have drop call rate of 0.14%, 2.75, 0.56% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G).

**Call Silence/Mute Rate:** Airtel, RJIL and VIL have silence call rate of 0.60%, 0.80% and 4.33% respectively in packet switched network (4G/5G).

**Mean Opinion Score (MOS):** Airtel, BSNL, RJIL and VIL have average MOS of 3.95, 2.54, 4.42 and 4.25 respectively.

### Summary-Data services

**Data Download performance (Overall):** Average download speed of Airtel (5G/4G/2G) is 102.77 Mbps, BSNL (4G/3G/2G) is 6.77 Mbps, RJIL (5G/4G) is 158.48 Mbps and VIL (4G/2G) is 38.39 Mbps.

**Data Upload performance (Overall):** Average upload speed of Airtel (5G/4G/2G) is 17.25 Mbps, BSNL (4G/3G/2G) is 2.92 Mbps, RJIL (5G/4G) is 20.53 Mbps and VIL (4G/2G) is 10.33 Mbps.

**Latency (Overall):** Airtel, BSNL, RJIL and VIL 50<sup>th</sup> percentile latency is 42.63 ms, 37.56 ms, 19.88 ms, 32.61 ms respectively.

#### **Data performance - Hotspots (in Mbps):**

Airtel- 4G D/L: 35.88 4G U/L: 5.51

5G D/L: 125.73 5G U/L: 37.63

BSNL- 4G D/L: 4.68 4G U/L: 5.12

RJIL- 4G D/L: 41.60 4G U/L: 14.39

5G D/L: 142.48 5G U/L: 14.88

VIL- 4G D/L: 28.17 4G U/L: 10.31

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

The tests were conducted using TRAI-calibrated equipment and standardized protocols in real-time environments. The detailed report is available at TRAI website [www.trai.gov.in](http://www.trai.gov.in). For any clarification/information, Shri Sanjay Kumar Gupta, Advisor (Regional Office, Bhopal) TRAI may be contacted on email: [adv.bhopal@trai.gov.in](mailto:adv.bhopal@trai.gov.in) or at Tel. No. +91-755-2575501.

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