



TRAI Assesses Mobile Network Quality across Dibrugarh and Tinsukia Districts in the State of Assam under Assam LSA

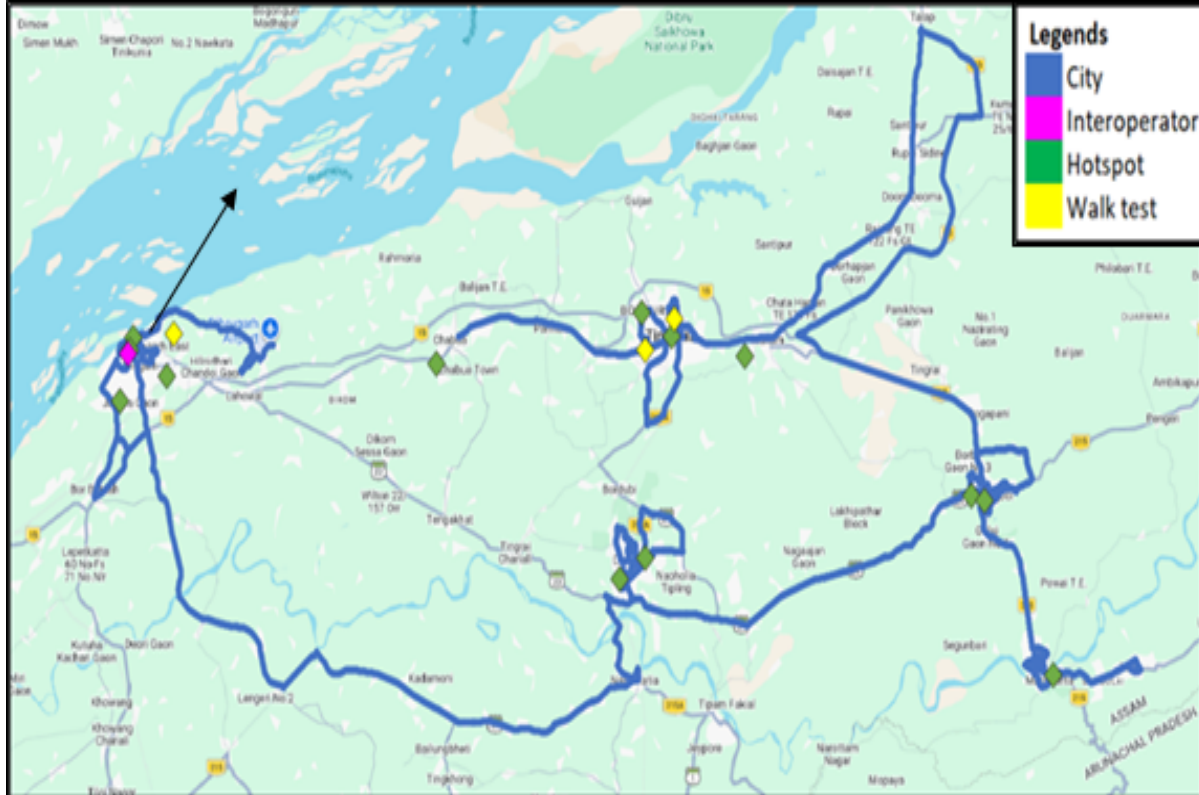
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The Telecom Regulatory Authority of India (TRAI) has released findings of Independent Drive Test (IDT) conducted across Dibrugarh and Tinsukia Districts in the State of Assam under Assam LSA, during the month of April 2026, for information of general telecom consumers. The purpose of this drive test is to assess and verify real time quality of mobile network services (both voice & data) provided by Telecom Service Providers (TSPs). During the IDT, TRAI captures performance of TSPs for key Quality of Service (QoS) parameters like Coverage, Call Drop Rate (CDR), Call Setup Success Rate (CSSR), data Download (DL) and Upload (UL) throughput etc., which are then published to inform Consumers and encourage TSPs to improve their services.

These IDTs have been designed to capture on ground mobile network performance of all TSPs across diverse usages environment like cities, hotspots, public transport hubs, etc. In this type of drive testing, live data and voice sessions are established using SIM cards from all TSPs over 2G, 3G, 4G, and 5G networks. Multiple advanced test handsets are used, and the sessions are monitored and analysed in real-time using advanced Software Systems.

TRAI, through its appointed agency, conducted drive tests across City drive – 374.5 KMs, Hotspot locations - 13, Walk Test – 2.2 KMs in Assam State during 13th April 2026 to 17th April 2026 in **Assam LSA**. These tests were conducted under the supervision of the TRAI Regional Office Kolkata. The observations presented in drive test reports represent the performance of the TSPs on the area/ route under test on the day/ time of conducting the drive test.

Drive Test Route Map: The following map provides overview of drive test routes indicating City drive, Inter-operator calling, Hotspots and Walk tests, as per the legends shown on the map: -



Key Parameters Assessed

- Coverage Gap:** Percentage of samples, for which signal strength observed less than the minimum prescribed signal strength for respective technology (2G/ 3G/ 4G/ 5G).
- Voice Services:** Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence Rate, Speech Quality (MOS).
- Call Silence Instance:** Number of call silence instance occurred during the calls.
- Data Services:** Download/ Upload Throughput, Latency, Jitter, Packet Drop Rate

The overall mobile network performance in Dibrugarh and Tinsukia Districts for the key parameters has been summarised below: -

- Coverage Gap** - The signal strength observed during voice testing on the city drive test route and highway drive test route in auto-selection mode (5G/4G/3G/2G), measured as the number of samples having poor signal strength out of the total samples collected, was **2760/ 63534 for Airtel, 12888/ 59776 for BSNL, 4181/ 59698 for RJIL and 12475/ 62440 for VIL**. Details of the coverage gaps have been provided in the map **Annexed**.
- Dropped Calls** - Dropped calls, measured as the number of dropped calls out of the number of successfully established calls, were **1/ 447 for Airtel, 144/ 501 for BSNL, 2/ 446 for RJIL and 11/ 445 for VIL**. Details of the dropped call locations have been provided in the map **Annexed**.
- Call Silence Instance** - Call silence instances, measured as the total number of silence instances observed for > 3 seconds out of the total calls established, were **7/ 441 for Airtel, 18/ 384 for BSNL, 10/ 432 for RJIL and 9/ 389 for VIL**. Details of the call silence instance locations have been provided in the map **Annexed**.
- Data Download and Upload Throughput:**

i) **Data Download performance (Overall):** Average download speed was observed as **116.52 Mbps** for **Airtel (5G/4G)**, **9.81 Mbps** for **BSNL (4G/2G)**, **225.08 Mbps** for **RJIL (5G/4G)** and **27.27 Mbps** for **VIL (5G/4G/2G)**. Detail of Download throughput has been provided in the map **Annexed**.

ii) **Data Upload performance (Overall):** Average upload speed was observed as **26.18 Mbps** for **Airtel (5G/4G)**, **5.71 Mbps** for **BSNL (4G/ 2G)**, **16.19 Mbps** for **RJIL (5G/4G)** and **7.37 Mbps** for **VIL (5G/4G/2G)**. Detail of Upload throughput has been provided in the map **Annexed**.

Locations of Dropped Calls and Call Silence instances can be seen by clicking red dot on the map **Annexed**.

Details of drive test route and area covered during the IDT is as under: -

- a) **City** - The areas covered in the city drive are Dibrugarh Airport, Dibrujan, Boiragimoth, Marwari Patty, Amolapatty, Bor Baruah, Chring Gaon, Nij Khanikar Gaon, Halaguri Gaon, Naharkatia, Chalakataki No.2, Jaloni Naohalia, Duliajan No.1, Gelipung, Borbil Gaon No.2, Powai Forest Village, Ledo, Digboi, Ultapool, Lajum Gaon No.1, Tipuk TE 101 Fs., Doom Dooma, Makum, Tinsukia and Mereli Pathar etc.
- b) **Hotspot** - The hot spot locations, capturing stationary user experience, are (i) Coal Heritage Park and Museum Margherita, (ii) Dibrugarh Railway Station, (iii) Dibrugarh University (iv) Digboi College, Digboi, (v) District and Sessions Judge Court Dibrugarh, (vi) District Judicial Court Borguri Tinsukia, (vii) Duliajan College - 1 No. Dulia Duliajan, (viii) Duliajan New Bus Stand Hukuta Duliajan Oil Town Duliajan, (ix) Dibrugarh Head Post Office Rkb Path, Dibrugarh, (x) IOCL Digboi Refinery Main Gate IOCL AOD Private Rd Digboi, (xi) Tata Hospital and Research Centre Khailabari Bagan Gaon, (xii) Tinsukia Dist. Head Post Office Thana Rd Opposite of Sadar Police Station Tinsukia, (xiii) Tinsukia Medical College and Hospital Luhari Bongali Gaon.
- c) **Walk Test** - The walk tests conducted during 13th to 16th April 2026, covered (i) Assam Medical College and Hospital Dibrugarh, (ii) New Tinsukia Junction Railway Station Tinsukia, (iii) Tinsukia Civil Hospital Sector 1 Bordoloi Nagar Tinsukia, capturing mobile network behaviour in crowded pedestrian environments.

The findings of this IDT report have been shared with respective TSPs for taking further necessary action at their end. Detailed reports of IDT are made available on the TRAI website at www.trai.gov.in. For any clarification or additional information, an email can be sent to adv.kolkata@traai.gov.in or Regional Office of TRAI at Kolkata RO can be contacted on telephone no. +91-33-22361401.

Click here to see Annexure

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