

TRAI Assesses Mobile Network Quality Across Srinagar City, Gulmarg City, Anantnag City, Pahalgam City, Srinagar to Pahalgam Highway and Srinagar to Gulmarg Highway Route under J&K LSA

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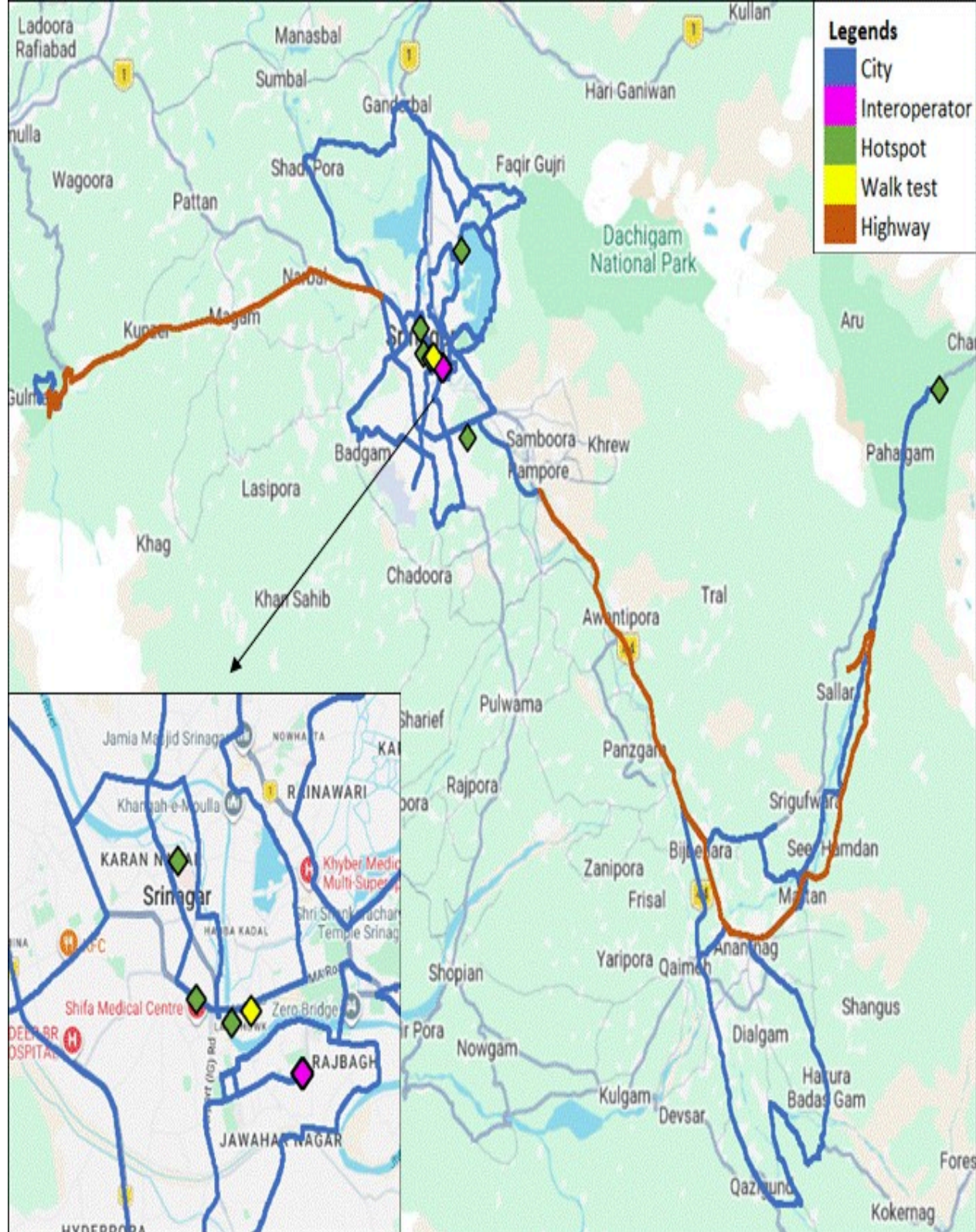
The Telecom Regulatory Authority of India (TRAI) has released findings of Independent Drive Test (IDT) conducted across Srinagar City, Gulmarg City, Anantnag City, Pahalgam City, Srinagar to Pahalgam Highway and Srinagar to Gulmarg Highway Route under J&K LSA, during the month of June 2026, for information 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 analyzed in real-time using advanced Software Systems.

TRAI, through its appointed agency, conducted drive tests across City drive – 373.6 Km, Highway Drive-111.5 Km, Hotspot locations - 06, Walk Test – 4.9 Km and Inter Operator Calling at 01 location during 08th June 2026 to 12th June 2026 in J&K LSA. These tests were conducted under the supervision of the TRAI Regional Office Delhi. 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 Railway Drive, Highway Drive, City drive, Hotspots, Walk tests & Inter-operator calling, as per the legends shown on the map: -

Figure-1: Drive test routes



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 instances occurred during the calls.
- Data Services:** Download / Upload Throughput, Latency, Jitter, Packet Drop Rate.

The overall mobile network performance in Srinagar and Gulmarg City route for the key parameters has been summarized below: -

- Coverage Gap** - The signal strength observed during voice testing on the 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 194/40350 for Airtel, 1380/40020 for BSNL, 167/37548 for RJIL

and 4500/39609 for VIL. Details of the coverage gaps have been provided in the map of Annexure-I.

- b. Dropped Calls - Dropped calls in auto-selection mode (5G/ 4G/ 3G/ 2G), measured as the number of dropped calls out of the number of successfully established calls, were 0/360 for Airtel, 07/340 for BSNL, 0/361 for RJIL and 3/360 for VIL. Details of the dropped call locations have been provided in the map of Annexure-I.
- c. Call Silence Instance - Call silence instances in Auto-selection mode (5G/4G), measured as the total number of silence instances observed for > 3 seconds out of the total calls established, were 0/350 for Airtel, 39/332 for BSNL, 2/348 for RJIL and 9/344 for VIL. Details of the call silence instance locations have been provided in the map of Annexure-I.
- d. Data Download and Upload Throughput:

- i. Data Download performance (Overall): Average download speed was observed as 188.64 Mbps for Airtel (5G), 10.77 Mbps for BSNL (4G), 276.92 Mbps for RJIL (5G) and 24.14 Mbps for VIL (4G). Detail of Download throughput has been provided in the map of Annexure-I.

- ii. Data Upload performance (Overall): Average upload speed was observed as 33.69 Mbps for Airtel (5G), 6.34 Mbps for BSNL (4G), 35.90 Mbps for RJIL (5G) and 10.79 Mbps for VIL (4G). Details of Upload throughput have been provided in the map of Annexure-I.

Locations of Dropped Calls and Call Silence instances can be seen by clicking red dot on the map of Annexure-I.

The overall mobile network performance in Anantnag and Pahalgam City route for the key parameters has been summarized below: -

- a. Coverage Gap - The signal strength observed during voice testing on the 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 226/17997 for Airtel, 3242/16735 for BSNL, 365/17914 for RJIL and 6947/15634 for VIL. Details of the coverage gaps have been provided in the map of Annexure-II.
- b. Dropped Calls - Dropped calls in auto-selection mode (5G/ 4G/ 3G/ 2G), measured as the number of dropped calls out of the number of successfully established calls, were 0/161 for Airtel, 4/142 for BSNL, 0/161 for RJIL and 5/145 for VIL. Details of the dropped call locations have been provided in the map of Annexure-II.
- c. Call Silence Instance - Call silence instances in Auto-selection mode (5G/4G), measured as the total number of silence instances observed for > 3 seconds out of the total calls established, were 01/156 for Airtel, 17/133 for BSNL, 2/155 for RJIL and 10/111 for VIL. Details of the call silence instance locations have been provided in the map of Annexure-II.
- d. Data Download and Upload Throughput:

i. Data Download performance (Overall): Average download speed was observed as 183.84 Mbps for Airtel (5G), 6.86 Mbps for BSNL (4G), 163.53 Mbps for RJIL (5G) and 12.92 Mbps for VIL (4G). Detail of Download throughput has been provided in the map of Annexure-II.

ii) Data Upload performance (Overall): Average upload speed was observed as 24.43 Mbps for Airtel (5G), 2.91 Mbps for BSNL (4G), 24.98 Mbps for RJIL (5G) and 5.79 Mbps for VIL (4G). Details of Upload throughput have been provided on the map of Annexure-II.

Locations of Dropped Calls and Call Silence instances can be seen by clicking red dot on the map of Annexure-II.

The overall mobile network performance in Srinagar to Pahalgam Highway Route for the key parameters has been summarized below: -

- a. Coverage Gap - The signal strength observed during voice testing on the 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 84/7890 for Airtel, 1912/7878 for BSNL, 138/7919 for RJIL and 2474/7699 for VIL. Details of the coverage gaps have been provided in the map of Annexure-III.
- b. Dropped Calls - Dropped calls in auto-selection mode (5G/ 4G/ 3G/ 2G), measured as the number of dropped calls out of the number of successfully established calls, were 0/40 for Airtel, 0/38 for BSNL, 0/41 for RJIL and 4/41 for VIL. Details of the dropped call locations have been provided in the map of Annexure-III.
- c. Call Silence Instance - Call silence instances in Auto-selection mode (5G/4G), measured as the total number of silence instances observed for > 3 seconds out of the total calls established, were 0/39 for Airtel, 9/35 for BSNL, 0/38 for RJIL and 1/38 for VIL. Details of the call silence instance locations have been provided in the map of Annexure-III.
- d. Data Download and Upload Throughput:
 - i. Data Download performance (Overall): Average download speed was observed as 192.01 Mbps for Airtel (5G), 14.61 Mbps for BSNL (4G), 88.24 Mbps for RJIL (5G) and 14.27 Mbps for VIL (4G). Details of Download throughput has been provided in the map of Annexure-III.
 - ii. Data Upload performance (Overall): Average upload speed was observed as 34.39 Mbps for Airtel (5G), 8.00 Mbps for BSNL (4G), 32.05 Mbps for RJIL (5G) and 5.90 Mbps for VIL (4G). Details of Upload throughput have been provided in the map of Annexure-III.

Locations of Dropped Calls and Call Silence instances can be seen by clicking red dot on the map of Annexure-III.

The overall mobile network performance in Srinagar to Gulmarg Highway Route for the key parameters has been summarized below: -

- a) Coverage Gap - The signal strength observed during voice testing on the 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 374/4876 for

Airtel, 1586/4648 for BSNL, 449/4207 for RJIL and 2284/4499 for VIL. Details of the coverage gaps have been provided in the map of Annexure-IV.

b) Dropped Calls - Dropped calls in auto-selection mode (5G/ 4G/ 3G/ 2G), measured as the number of dropped calls out of the number of successfully established calls, were 4/27 for Airtel, 7/26 for BSNL, 7/27 for RJIL and 7/25 for VIL. Details of the dropped call locations have been provided in the map of Annexure-IV.

c) Call Silence Instance - Call silence instances in Auto-selection mode (5G/4G), measured as the total number of silence instances observed for > 3 seconds out of the total calls established, were 4/25 for Airtel, 7/26 for BSNL, 0/22 for RJIL and 1/21 for VIL. Details of the call silence instance locations have been provided in the map of Annexure-IV.

d) Data Download and Upload Throughput:

i) Data Download performance (Overall): Average download speed was observed as 176.89 Mbps for Airtel (5G), 8.82 Mbps for BSNL (4G), 88.14 Mbps for RJIL (5G) and 13.80 Mbps for VIL (4G). Detail of Download throughput has been provided in the map of Annexure-IV.

ii) Data Upload performance (Overall): Average upload speed was observed as 36.14 Mbps for Airtel (5G), 4.20 Mbps for BSNL (4G), 33.45 Mbps for RJIL (5G) and 5.09 Mbps for VIL (4G). Details of Upload throughput have been provided in the map of Annexure-IV.

Locations of Dropped Calls and Call Silence instances can be seen by clicking red dot on the map of Annexure-IV.

Details of drive test route and area covered during the IDT are as below: -

a) City - The areas covered in the city drive are Srinagar, Rajbagh, Nowgam, Chanpora, Hyderpora, Ranbirgarh, Shadi Pora, Dab Sadat, Seh Pora, Ganderbal, Rangil, New Theed, Dani Hama, Rainawari, Soura, Hardu Aboora , Gulmarg, Anantnag, Hakura Badas Gam, Qazigund, Qaimoh, Bijbehara, Mattan, Seer Hamdan, Srigufwara, Sallar Pahalgam and nearby areas.

b) Highway - The area covered in the Highway route are Srinagar to Pahalgam Highway passing through Pampore, Lethipora, Barsoo, Awantipora, Chersoo Awantipora, Bijbehara, Mattan, Seer Hamdan, Aishmuqam, Yanier and Srinagar to Gulmarg Highway passing through Narbal, Kawoosa Khalisa, Magam, Kunzer, Cahandilora, Tungmarg and Gulmarg etc.

c) Hotspot - The hotspot locations, capturing stationary user experience are Accounts General Office, Betaab Valley Viewpoint, Hari Singh High St., SMHS Hospital, Srinagar Railway Station and University of Kashmir Srinagar.

d) Walk Test - The walk test conducted on 12th June 2026, covered Lal Chowk to Ghanta Ghar capturing mobile network behaviors 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.traigov.in. For any clarification or additional information, an email can be sent to adv.ca@traigov.in or Regional Office of TRAI at Delhi RO can be contacted on telephone no. +91-11-20907772.

[Click here to see Annexure](#)

NJ/ARJ

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