

TRAI Assesses Mobile Network Quality Across Chennai City under TN LSA, during the month of July 2026

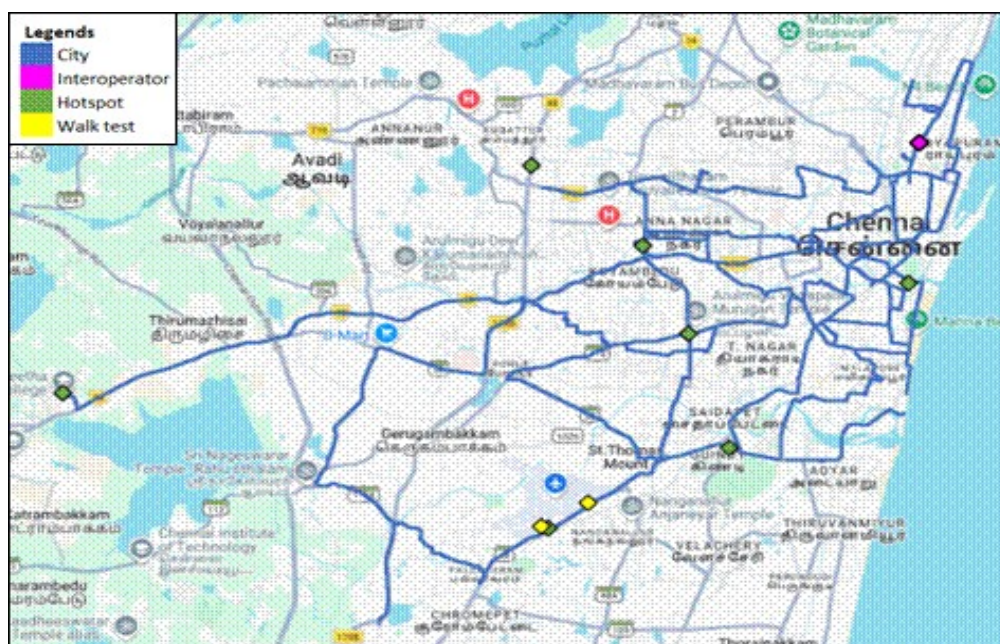
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The Telecom Regulatory Authority of India (TRAI) has released findings of Independent Drive Test (IDT) conducted across Chennai City under TN LSA, during the month of July 2026, for information of general telecom consumers. The purpose of this drive 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 – 232.8 Kms, Hotspot locations - 7, Walk Test – 9.9 Kms in Chennai city during 15th July 2026 to 17th July 2026 in Tamil Nadu LSA. These tests were conducted under the supervision of the TRAI Regional Office Hyderabad. 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

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

The overall mobile network performance in Chennai City for the key parameters has been summarised 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 43/57398 for Airtel, 1072/56431 for BSNL, 159/ 55815 for RJIL and 54/ 56842 for VIL. Details of the coverage gaps have been provided in the map Annexed.

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 Limited service out of the total samples collected, was 7/57398 for Airtel, 191/56431 for BSNL, 0/ 55815 for RJIL and 0/ 56842 for VIL. Details of the coverage gaps have been provided in the map Annexed.

b) Dropped Calls - Dropped calls, measured as the number of dropped calls out of the number of successfully established calls, were 0/500 for Airtel, 12/499 for BSNL, 1/514 for RJIL and 1/ 508 for VIL. Details of the dropped call locations have been provided in the map Annexed.

c) 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 3/493 for Airtel, 38/486 for BSNL 2/492 RJIL and 3/501 for VIL. Details of the call silence instance locations have been provided in the map Annexed.

d) Data Download and Upload Throughput:

i) Data Download performance (Overall): Average download speed was observed as 125.49 Mbps for Airtel (5G/4G), 11.40 Mbps for BSNL (3G), 302.97 Mbps for RJIL (5G/4G) and 38.76 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 34.21 Mbps for Airtel (5G/4G), 6.37 Mbps for BSNL (3G), 30.43 Mbps for RJIL (5G/4G) and 25.22 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 Tiruneermalai, Pammal, St. Thomas Mount, Guindy, Saidapet, Alwarpet, Mylapore, Egmore, George Town, Royapuram, Tol Gate, Kilpauk, Anna Nagar, Koyambedu, Puliambedu, Chembarambakkam and Kanadapalayam etc.in Chennai city.
- b. Hotspot - The hot spot locations, capturing stationary user experience, are 1.Chennai Airport Parking 2. CtrlS Data Center 3. Hotel Lemon Tree 4. Press Information Bureau 5. Saveetha Engineering College 6. Vadapalani Metro Station 7. VR Mall Chennai
- c. Walk Test - The walk test conducted on 16th July 2026, covered Chennai Airport Runway and inside Chennai Airport Terminal

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.hydreabad@traai.gov.in or Regional Office of TRAI can be contacted on telephone no. 040-23000761

Click here to see Annexure

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