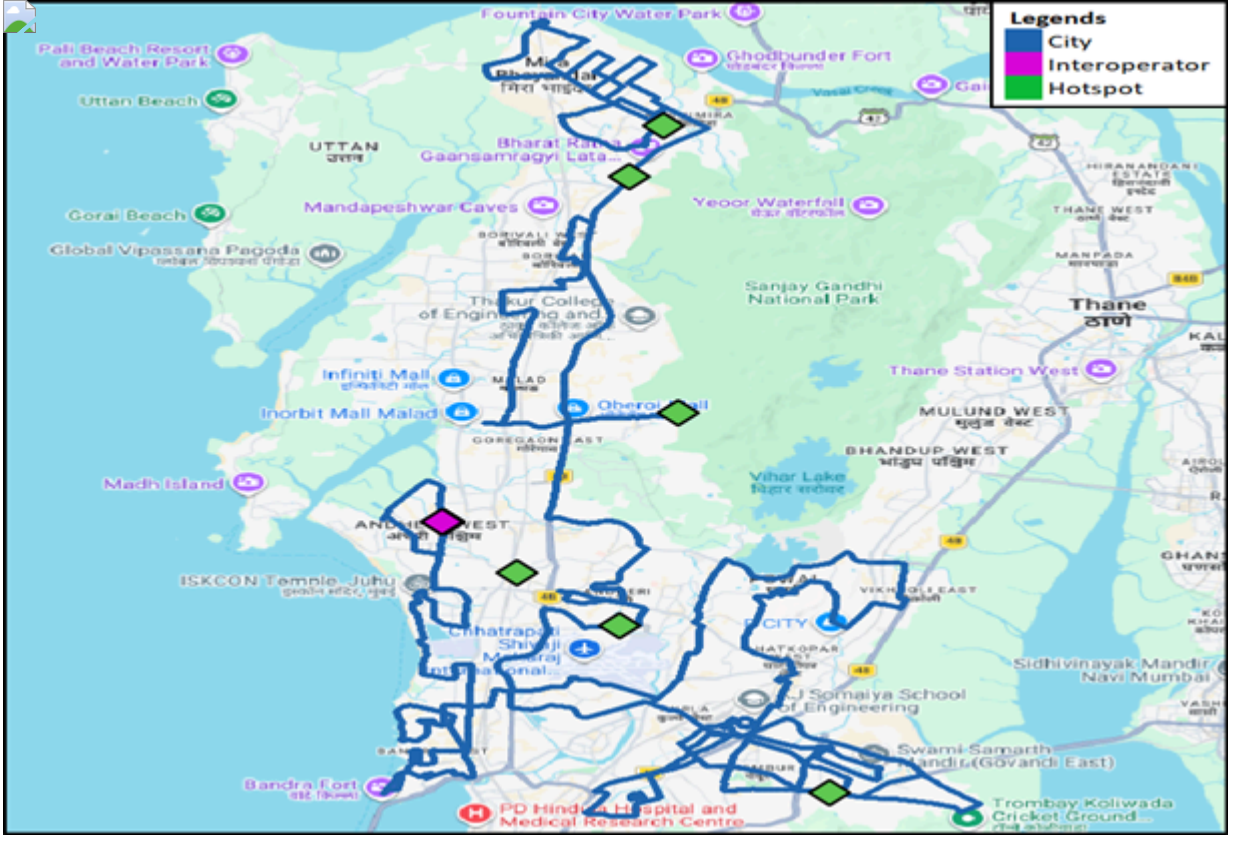
TRAI Assesses Mobile Network Quality Across Mumbai LSA

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The Telecom Regulatory Authority of India (TRAI) has released findings of Independent Drive Test (IDT) conducted across **Mumbai LSA, during the month of September 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 – **212.6 KMs**, and Hotspot locations - **07** during **23rd September to 25th September 2026** in **Mumbai LSA.** These tests were conducted under the supervision of the TRAI Regional Office **Bengaluru**. 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

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

The overall mobile network performance in Mumbai District for the key parameters has been summarised below:-

1. Mumbai District

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 **0**/58003 for **Airtel**, **13057**/3687 for **MTNL**, **0**/56138 for **RJIL** and **0**/58030 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 **1**/510 for **Airtel**, **2**/32 for **MTNL**, **2**/509 for **RJIL** and **0**/509 for **VIL**. Details of the dropped call locations have been provided in the map A**nnexed**.

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 **2**/479 for **Airtel**, **Not Available** for **MTNL**, **3**/493 for **RJIL** and **1**/490 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 **133.86 Mbps** for **Airtel (5G/4G)**, **0 Mbps** for **MTNL (4G)**, **248.93 Mbps** for **RJIL (5G/4G)** and **89.04 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 **32.80 Mbps** for **Airtel (5G/4G)**, **0.00 Mbps** for **MTNL (4G)**, **33.87 Mbps** for **RJIL (5G/4G)** and **23.21 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 Sion, Chembur, Deonar, Mankhurd Gaon, Tilak Nagar, Powai, Santacruz East, Khar West, Bandra West, Andheri East, Andheri West, Malad East, Kandivali, Borivali East, Mira Road East, Bhayandar East etc.

b) **Hotspot** - The hot spot locations, capturing stationary user experience, are Andheri Railway Station, CSMI Airport – T2, Mumbai, Deonar Metro Station, Infiniti IT Park, Kashigaon Metro Station, Lower Oshiwara Metro Station, and Pandurangwadi Metro Station.

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.bengaluru@trai.gov.in or Regional Office of TRAI at Bengaluru RO can be contacted on telephone No. +91-80-22865004.

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