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For Immediate Release

TRAI Assesses Network Quality Across Jalandhar and Hoshiarpur
Cities and Highway Routes from Jalandhar to Hoshiarpur via Kathar & Mandial and Hoshiarpur to Jalandhar via Phagwara

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the Punjab Licensed Service Area (LSA), covering extensive City routes during the month of August 2025. The drive tests, conducted under the supervision of the TRAI Regional Office, Delhi, were designed to capture real-world mobile network performance across diverse usage environments – Urban Zones, Institutional Hotspots, Public Transport Hubs, and High-Speed Corridors.

Between 05th August 2025 to 8th August 2025, TRAI teams conducted detailed tests across 198.0 km of City Drive Test, 09 Hotspot locations, 1.3 km of walk test, 84.6 kms of Highway Drive Test, and Inter Operator Calling at 01 location. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of IDT have already been intimated to all the TSPs concerned.

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.
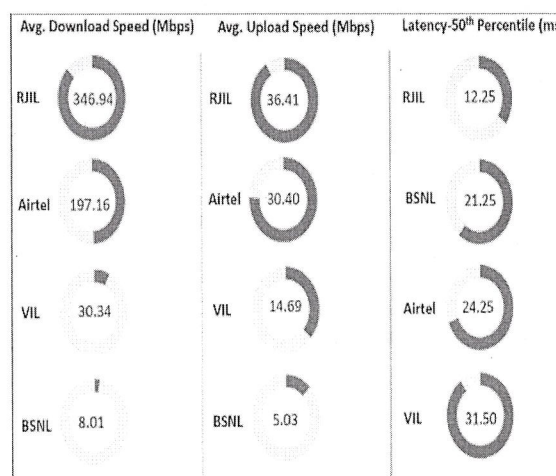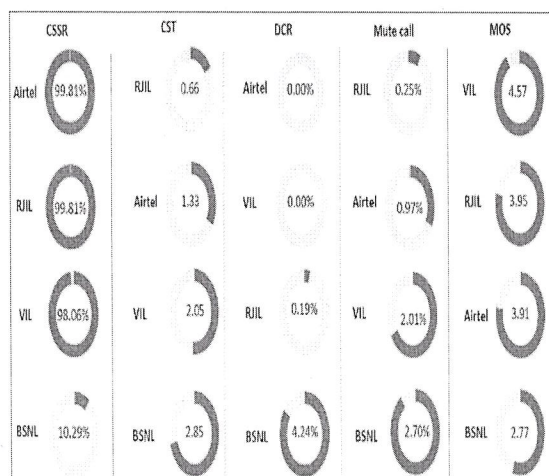
b) **Data Services**: Download/Upload Throughput, Latency, Jitter, Packet Drop Rate, and Video Streaming Delay.

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 99.81%, 10.29%, 99.81% and 98.06% 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 0.00%, 4.24%, 0.19% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G).

Performance against key QoS parameters

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

CSSR	CST	DCR	Mute call	MOS
Airtel 99.81%	RJIL 0.66	Airtel 0.00%	RJIL 0.25%	VIL 4.57
RJIL 99.81%	Airtel 1.33	VIL 0.00%	Airtel 0.97%	RJIL 3.95
VIL 98.06%	VIL 2.05	RJIL 0.19%	VIL 2.01%	Airtel 3.91
BSNL 10.29%	BSNL 2.85	BSNL 4.24%	BSNL 2.76%	BSNL 2.77

Avg. Download Speed (Mbps)	Avg. Upload Speed (Mbps)	Latency-50th Percentile (ms)
RJIL 346.94	RJIL 36.41	RJIL 12.25
Airtel 197.16	Airtel 30.40	BSNL 21.25
VIL 30.34	VIL 14.69	Airtel 24.25
BSNL 8.01	BSNL 5.03	VIL 31.50

Summary-Voice services

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 99.81%, 10.29%, 99.81% and 98.06% 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 1.33, 2.85, 0.66 and 2.05 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate of 0.00%, 4.24%, 0.19% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Silence/Mute Rate: Airtel, BSNL, RJIL and VIL have silence call rate of 0.97%, 2.70%, 0.25% and 2.01% respectively in packet switched network (4G/5G).

Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have average MOS 3.91, 2.77, 3.95 and 4.57 respectively.

Summary-Data services

Data Download performance (Overall): Average download speed of Airtel (5G/4G) is 197.16 Mbps, BSNL (4G/3G/2G) is 8.01 Mbps, RJIL (5G/4G) is 346.94 Mbps and VIL (4G/2G) is 30.34 Mbps.

Data Upload performance (Overall): Average upload speed of Airtel (5G/4G) is 30.40 Mbps, BSNL (4G/3G/2G) is 5.03 Mbps, RJIL (5G/4G) is 36.41 Mbps and VIL (4G/2G) is 14.69 Mbps.

Latency (Overall): Airtel, BSNL, RJIL and VIL 50th percentile latency is 24.25 ms, 21.25 ms, 12.25 ms and 31.50 ms respectively.

Data performance - Hotspots (in Mbps):

Airtel- 4G D/L: 52.30 4G U/L: 20.96
       5G D/L: 449.82 5G U/L: 57.53
BSNL- 4G D/L: 9.42 4G U/L: 9.56
RJIL- 4G D/L: 56.21 4G U/L: 10.68
     5G D/L: 391.07 5G U/L: 27.33
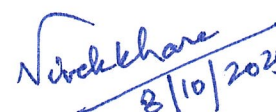VIL- 4G D/L: 37.06 4G U/L: 21.95

Note- "D/L" Download speed, "U/L" Upload speed

The assessment in Jalandhar included high-density neighbourhoods such as Model Town, Basti Bawa Khel, Lajpat Nagar, Rama Mandi, Chuharwali, Jandiala etc. and in Hoshiarpur such as Bus Stand Area, Civil Lines, Model Town, Sheikhupur, Lajwanti Hospital Area, Urban Estate etc. TRAI also evaluated real-world conditions at Apeejay College Jalandhar, DAV College of Education Hoshiarpur, District and Session Court Hoshiarpur, District and Session Court Jalandhar, Jalandhar City Railway Station, Livasa Hospital Hoshiarpur, MBD Neopolis Mall Jalandhar, Model Town Market Jalandhar, Tagore Hospital Jalandhar.

The walk test, conducted on 6th August 2025 in Hoshiarpur City, focused on, Kotwali Bazaar Main Market, capturing mobile network behaviour in crowded pedestrian environments.

The highway routes were also conducted from Jalandhar to Hoshiarpur via Kathar & Mandial and Hoshiarpur to Jalandhar via Phagwara to assess the mobile network experience in high-speed transit.

The tests were conducted using TRAI suggested equipment and standardised protocols in real-time environments. The detailed report is available at TRAI website www.trai.gov.in. For any clarification/information, Shri Vivek Khare, Advisor (Regional Office, Delhi) TRAI may be contacted on email: adv.ca@trai.gov.in or at Tel. No. +91-11-20907772.

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