

Information Note to the Press (Press Release No 152 /2025)

TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi, Dated 18th December 2025

For Immediate release

Website: - www.trai.gov.in

TRAI Assesses Quality of Mobile across Surat City and Nearby area

The Telecom Regulatory Authority of India (TRAI) released findings of Independent Drive Test (IDT) conducted across Surat City (In Gujarat), during the month of November 2025, for information of general telecom consumers. The purpose of this drive test is to assess and verify real world quality of mobile network services (both voice & data) provided by Telecom Service Providers (TSPs).

During the IDT, TRAI Captures live performance data of mobile network of all service providers on key performance indicators (KPIs) like Call setup success rate, data download and upload speeds, speech quality, etc. Multiple advanced test handsets are used and the sessions are monitored in real-time and analysed using advanced Software Systems. The results of the IDT are published on TRAI website and in newspapers to inform consumers and to encourage TSPs to improve their services.

TRAI Regional Office, Jaipur, through its appointed agency, conducted detailed drive tests covering city drive of 412 KMs, 14 Hotspot locations, Walk Test of 2.0 Kms, during 03.11.2025 to 07.11.2025 in Gujarat LSA. A summary of IDT findings of mobile services in open mode (5G/4G/3G/2G) in **Surat city** is given as below:

(i) Voice Services:

S.No.	KPIs ((3G/2G mode)	Measured in	AIRTEL	BSNL	RJIL	VIL
1	Call Setup Success Rate %	%	99.55	92.82	100.00	100.00
2	Drop Call Rate %	%	0.00	4.10	0.15	0.00
3	Call Setup Time Average (Second)	sec	1.24	1.15	0.56	0.66
4	Call Silence rate (Mute Call)	%	0.62	7.14	0.76	0.92
5	Mean Opinion Score (MOS)	1-5	4.01	3.40	3.86	4.48

(ii) **Data Services:**


S.No.	KPIs (Auto-selection mode (5G/4G/3G/2G))	Measured in	AIRTEL	BSNL	RJIL	VIL
1	Average Download Throughput	(Mbits/s)	149.11	4.83	279.36	45.02
2	Average Upload Throughput	(Mbits/s)	39.01	6.60	46.54	23.24
3	Latency (50th percetile)	in ms	40.73	41.88	22.74	21.36

The drive test conducted in Surat covered all important areas of Surat city including Nearby Diamond Nagar, Ambaba Commerce College, Transport Nagar, Parvat Patiya, Dindoli, Udhna Bus Depot, Bhestan, Unn Patiya, Sachin INA, Shiv Nagar, Raj Nagar, Dildar Nagar, Bamroli, New City Light, Gandhi Kutir, Pandesara, Parle Point, Gaviyer, Vesu, Adajan Gam, Ichchhapor, Bhesan, Pal Gam, Rander, Katargam, Mota Varachha, Patel Nagar, Vanakala, etc.

The findings of this IDT report have been shared with respective TSPs for taking further necessary action at their end, if required. Detailed report of IDT is made available on the TRAI website at www.trai.gov.in. For any clarification or additional information, an email can be sent to Regional office of TRAI at Jaipur on Email id adv.jaipur@trai.gov.in.



Rajesh Kumar Agerwal,ITS
Advisor, TRAI
Regional Office,Jaipur.

 **+91-141-2701919**