# TELECOM REGULATORY AUTHORITY OF INDIA
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**For Immediate Release**

## TRAI Assesses Network Quality Across Mumbai

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the Mumbai, Mumbai Licensed Service Area (LSA), covering extensive City/Railway/Coastal routes during the month of January 2026. The drive tests, conducted under the supervision of the TRAI Regional Office, Bengaluru, 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 20th January 2026 to 23rd January 2026, TRAI teams conducted detailed tests across **214.8 Kms of Mumbai including 201.7 Kms of City drive, 7 Hot spots, 3.7 Kms Walk Test and Coastal drive of 9.4 Km**. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of IDT have been intimated to all the TSPs concerned for further necessary action.

**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.
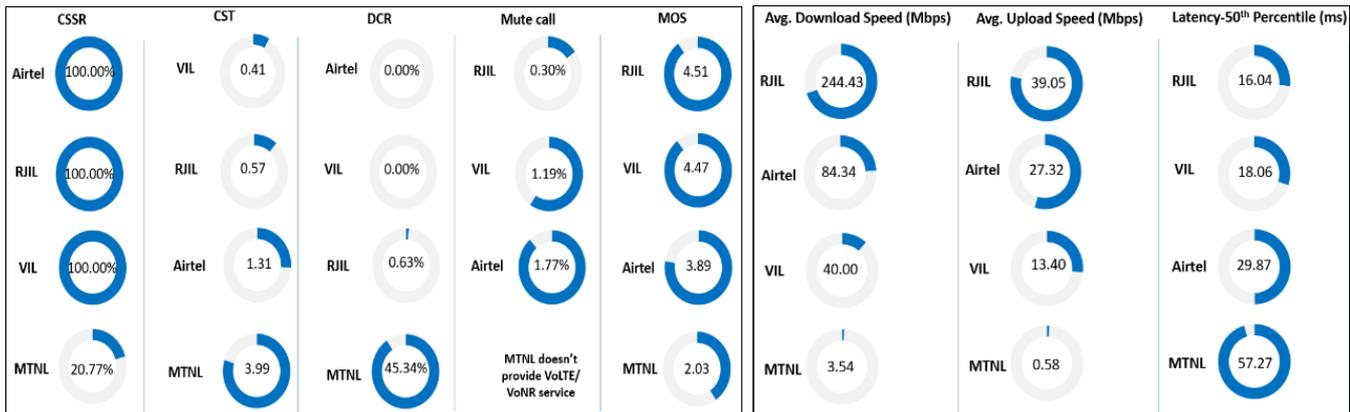
**Call Setup Success Rate** - Airtel, MTNL, RJIL and VIL have 100.00%, 20.77%, 100.00% and 100.00%, call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

**Drop Call Rate** - Airtel, MTNL, RJIL and VIL have drop call rate of 0.00%, 45.34%, 0.63% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G)..

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during **voice** testing has been observed in 0.32%, 71.31%, 0.22% & 0.33% of the **City** IDT route in case of Airtel, MTNL, RJIL & VIL respectively.

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during **data** testing has been observed in 2.00%, 71.43%, 1.84% & 1.26% of the **City** IDT route in case of Airtel, MTNL, RJIL & VIL respectively.

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during **voice** testing has been observed in 0.44%, 89.39%, 0.46% & 0.00% of the **Coastal** IDT route in case of Airtel, MTNL, RJIL & VIL respectively.

- The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) during **data** testing has been observed in 2.00%, 96.71%, 2.34% & 0.80% of the **Coastal** IDT route in case of Airtel, MTNL, RJIL & VIL respectively.

## Summary of Performance against key QoS parameters

**CSSR**: Call Setup Success Rate i.e. (in %), **CST**: Call Setup Time (in seconds), **DCR**: Drop Call Rate (in %) & **MOS**: Mean Opinion Score representing typical voice quality.



| | Summary-Voice services | Summary-Data services |
|---|---|---|

**Summary-Voice services**

**Call Setup Success Rate**: Airtel, MTNL, RJIL and VIL have 100.00%, 20.77%, 100.00% and 100.00%, call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

**Call Setup Time**: Airtel, MTNL, RJIL & VIL have call setup time of 1.31, 3.99, 0.57 and 0.41 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

**Drop Call Rate**: Airtel, MTNL, RJIL and VIL have drop call rate of 0.00%, 45.34%, 0.63% and 0.00% respectively in Auto-selection mode (5G/4G/3G/2G).

**Call Silence/Mute Rate**: Airtel, RJIL and VIL have silence call rate of 1.77%, 0.30% and 1.19% respectively in packet switched network (4G/5G).

**Mean Opinion Score (MOS)**: Airtel, MTNL, RJIL and VIL have average MOS of 3.89, 2.03, 4.51 and 4.47 respectively.

**Summary-Data services**

**Data Download performance (Overall):** Average download speed of Airtel (5G/4G) is 84.34 Mbps, MTNL (3G/2G) is 3.54 Mbps, RJIL (5G/4G) is 244.43 Mbps and VIL (5G/4G) is 40.00 Mbps.

**Data Upload performance (Overall):** Average upload speed of Airtel (5G/4G) is 27.32 Mbps, MTNL (3G/2G) is 0.58 Mbps, RJIL (5G/4G) is 39.05 Mbps and VIL (5G/4G) is 13.40 Mbps.

**Latency (Overall):** Airtel, MTNL, RJIL and VIL 50th percentile latency is 29.87 ms, 57.27 ms, 16.04 ms, 18.06 ms respectively.

**Data performance - Hotspots (in Mbps):**
Airtel- 4G D/L: 40.41      4G U/L: 6.22
       5G D/L: 124.48    5G U/L: 33.25
RJIL- 4G D/L: 38.04     4G U/L: 10.31
       5G D/L: 179.78    5G U/L: 22.67
VIL- 4G D/L: 31.13     4G U/L:8.70
       5G D/L: 39.28    5G U/L: 12.84

**Note- "D/L" Download speed, "U/L" Upload speed**
**4G & 5G technology have not been observed in MTNL**

In Mumbai, the assessment included high-density neighbourhoods like Retibunder, Mumbra, Kaleskar, Dahisar Mori, Navde, Taloja, Devichpada, Ustane, Taloja Bypass Phata, Bhavdevi Nagar, Shil Phata Khadi, Mahape, Kopar Khairane, Vashi Plaza, Bahnani Chowk, Turbhe MIDC, MIDC Industrial Area, Ghansoli, TTC Industrial Area, Rabale, Airoli, Digha Gaon, Kalwa West and Vastu Anand etc.

TRAI also evaluated real-world conditions at Airoli Police Station, Kalva Tehsildar Office, Millennium Business Park (MBP), Mumbra Municipal Hospital, NMMC Ward Office Kopar Khairane, Pawane MIDC Industrial Area, and Rabale MIDC TTC Industrial Area (Main Gate).

The walk tests, conducted on 21st January 2026 focused on Airoli Railway Station, Kopar Khairane Railway Station, and Rabale Railway Station capturing mobile network behaviour in crowded pedestrian environments.

The Coastal drive test route covered Atal Setu and Belapur Jetty to understand quality of service along the route.

The tests were conducted using TRAI-calibrated 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 Brajendra Kumar, Advisor (Regional Office, Bengaluru) TRAI may be contacted on email: adv.bengaluru@trai.gov.in or at Tel. No. +91-80-22865004.

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