

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India

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सत्यमेव जयते

No: TRAI/RO/BLR/IDTR/2026-27

Date: 10 April 2026

To,

Senior Research Officer (QoS)
Telecom Regulatory Authority of India
Tower F, World Trade Centre
Nauroji Nagar
New Delhi - 110029

**Sub: Acceptance and publishing IDT report of Udupi, Karnataka LSA: Q/E
March 2026.**

TRAI vide its work order No. AU-42/6(2)/2023-QoS/3790/(E010053) dated 22 Aug 2024, has appointed M/s Red Mango Analytics Pvt. Ltd for duration three years i.e. up to 31 Jul 2027 for conducting independent Drive Test in each of the License Service Areas (LSA) covering State of Karnataka, Kerala, Maharashtra & Goa and Mumbai falling under jurisdiction of Regional Office.

2. Guideline for Drive Test was conveyed to all TSPs vide TRAI HQ vide letter no. AU-4/2/6(1)/2024-QoS/61/E-13395) dated 12 Aug 2024. Approved IDT format was conveyed vide by TRAI HQ on 06 Nov 2024. Quarterly plan for IDT for Q4 of 2025 was approved by TRAI HQ through e-office on **24 December 2025**. As per schedule, IDT of Udupi was scheduled from 17 **March 2026** **20 March 2026**.

3. IDT was planned for **Udupi** based on District wise DCR analysis for **Karnataka LSA**, customer complaints and report of previous Drive test carried out by this office. The drive test was carried out for **four** days. **First Day , Second day, and Third Days, city drive along the route Walk test and hotspots and Part of Third day and Fourth Days Coastal, Walk test and hotspots were carried out.** Selection of drive test route was based on DCR GIS map shared by the HQ. All base stations with poor DCR value were selected to be covered. In addition, static locations and walk locations were selected based on consumer complaints and place of public importance. The drive test was fully supervised by RO officials both physically and virtually. Wide range of findings have been obtained as part of drive test providing excellent comparison of networks and inputs for network operations/ planning.

4. IDT was conducted for **521 Kms of Udupi including 498 Kms of City drive, 15 Hot spots, 8.9 Kms Walk Test, and Coastal drive of 14.1 Kms** as per details given below: -

Sl.		Type of	Distance covered		

No	Drive test route	route	(KMs)/ Locations	From date	To date
1	Udupi District	City	498.0	17-Mar-2026	19-Mar-2026
2	Udupi District	Walk test	8.9	17-Mar-2026	20-Mar-2026
3	Udupi District	Hotspot	15 Locations	18-Mar-2026	20-Mar-2026
4	Kodi Kayak Point-Saligram and Malpe Beach to St. Mary's Island	Coastal	14.1	19-Mar-2026	20-Mar-2026
5	Udupi	Inter Operator Calling	1 Location	20-Mar-2026	20-Mar-2026

5. M/s Red Mango Analytics Pvt. Ltd had submitted soft copy of IDT report on 06th April 2026, and hard copy of the report is awaited.

6. Summary of TSP - wise findings. TSP wise key findings as brought out in the IDT Report are submitted as under (References to Tables cited below are as in Main IDT report):

1. Airtel:

Voice

- o 99.01% call setup success rate and 0.25% drop call rate have been observed in 3G/2G network mode for LSA/city drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-3 & 13)
- o 98.93% call setup success rate and 0.27% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for LSA. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-5)
- o 98.59% call setup success rate and 0.24% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for city drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- o 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for all hotspot locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-21)
- o 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) at all walk test locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-69,70 & 71)
- o 98.02% call setup success rate and 1.01% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for coastal drive.

Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-75)

Data

- Airtel has 122.24 Mbps average download speed & 23.53 Mbps average upload speed for LSA. (refer table-11)
- Airtel has 96.45 Mbps average download speed & 17.00 Mbps average upload speed across measured routes for city drive. (refer table-19)
- District Government Hospital Udupi and Udupi Nagarasabha Municipal Office have less download speed (less than 100 Mbps) out of total 15 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-39 & 50)
- District Government Hospital Udupi, Manipal MIT Campus, RTO Office Udupi, Udupi Nagarasabha Municipal Office and Udupi Taluk Office have less upload speed (less than 20 Mbps) out of total 15 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-39, 42, 43, 50 & 52)
- Airtel has 89.41 Mbps average download speed & 11.51 Mbps average upload speed across measured routes for coastal drive. (refer table-77)

2. BSNL:

Voice

- 98.81% call setup success rate and 3.38% drop call rate have been observed in 3G/2G network mode for LSA/city drive. Performance is not meeting the benchmark of 2.00% for call drop rate. (refer table-3 & 13)
- 82.98% call setup success rate and 3.71% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for LSA. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-5)
- 88.20% call setup success rate and 5.56% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for city drive. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- 99.33% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for all hotspot locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-21)
- 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) at Karkala Bahubali Statue Hill Pathway Area walk test location. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table- 69)

- o 51.52% call setup success rate and 5.88% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) at Malpe Beach Promenade - Malpe Beach Entrance to Sea Walk Area walk test location. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table- 70)
- o 88.24% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) at Sri Krishna Temple Udupi - Udupi Service Bus Stand walk test location. Performance is not meeting the benchmark of 98.00% for call setup success rate. (refer table-71)
- o 49.61% call setup success rate and 3.17% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for coastal drive. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-75)

Data

- o BSNL has 5.58 Mbps average download speed & 2.10 Mbps average upload speed for LSA. (refer table-11)
- o BSNL has 5.65 Mbps average download speed & 1.76 Mbps average upload speed across measured routes for city drive. (refer table-19)
- o All hotspot locations have less download speed (less than 10 Mbps) except Udupi District and Sessions Court and Udupi Nagarasabha Municipal Office for auto-selection mode (5G/4G/3G/2G). (refer table-38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 49, 51 & 52)
- o Kasturba Medical College (KMC) Hospital Manipal, Mandavi Times Square Mall Udupi, Sri Krishna Temple (Car Street) Udupi, Tip Top City Centre Mall Udupi, TMA PAI Hospital Manipal, Udupi Nagarasabha Municipal Office and Udupi Taluk Office have less upload speed (less than 2 Mbps) out of total 15 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-40, 41, 44, 45, 46, 50 & 52)
- o All walk test locations have less download speed (less than 10 Mbps) for auto-selection mode (5G/4G/3G/2G). (refer table- 72, 73 & 74)
- o Sri Krishna Temple Udupi - Udupi Service Bus Stand has less upload speed (less than 2 Mbps) out of total 3 walk test locations for auto-selection mode (5G/4G/3G/2G). (refer table-74)
- o BSNL has 3.91 Mbps average download speed & 3.56 Mbps average upload speed across measured routes for coastal drive. (refer table-77)

3. RJIL:

Voice

- o 98.94% call setup success rate and 0.67% drop call rate have been

observed in auto-selection mode (5G/4G/3G/2G) for LSA. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-5)

- o 98.60% call setup success rate and 0.95% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for city drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- o 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for all hotspot locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-21)
- o 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) at all walk test locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-69, 70 & 71)
- o 98.02% call setup success rate and 1.01% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for coastal drive. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-75)

Data

- o RJIL has 232.90 Mbps average download speed & 18.27 Mbps average upload speed for LSA. (refer table-11)
- o RJIL has 197.40 Mbps average download speed & 14.78 Mbps average upload speed across measured routes for city drive. (refer table-19)
- o RTO Office Udupi have less download speed (less than 100 Mbps) out of total 15 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-43)
- o District Government Hospital Udupi, Mandavi Times Square Mall Udupi, RTO Office Udupi, Tip Top City Centre Mall Udupi, Udupi Deputy Commissioner Office, Udupi District and Sessions Court, Udupi Railway Station and Udupi Taluk Office have less upload speed (less than 20 Mbps) out of total 15 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-39, 41, 43, 45, 47, 48, 51 & 52)
- o Karkala Bahubali Statue Hill Pathway Area has less upload speed (less than 20 Mbps) out of total 3 walk test locations for auto-selection mode (5G/4G/3G/2G). (refer table-72)
- o RJIL has 174.55 Mbps average download speed & 7.66 Mbps average upload speed across measured routes for coastal drive. (refer table-77)

4. VIL: Voice

- o 89.49% call setup success rate and 2.61% drop call rate have been observed in 3G/2G network mode for LSA/city drive. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-3 & 13)
- o 91.42% call setup success rate and 2.10% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for LSA. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-5)
- o 85.96% call setup success rate and 3.32% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for city drive. Performance is not meeting the benchmark of 98.00% & 2.00% respectively. (refer table-15)
- o 99.33% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for all hotspot locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table-21)
- o 100.00% call setup success rate and 0.00% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) at all walk test locations. Performance is well within the benchmark of 98.00% & 2.00% respectively. (refer table- 69, 70 & 71)
- o 98.00% call setup success rate and 2.04% drop call rate have been observed in auto-selection mode (5G/4G/3G/2G) for coastal drive. Performance is not meeting the benchmark of 2.00% for call drop rate. (refer table-75)

Data

- o VIL has 21.92 Mbps average download speed & 12.75 Mbps average upload speed for LSA. (refer table-11)
- o VIL has 23.09 Mbps average download speed & 10.81 Mbps average upload speed across measured routes for city drive. (refer table-19)
- o District Government Hospital Udipi and RTO Office Udipi have less download speed (less than 10 Mbps) out of total 15 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-39 & 43)
- o RTO Office Udipi has less upload speed (less than 2 Mbps) out of total 15 hotspot locations for auto-selection mode (5G/4G/3G/2G). (refer table-43)
- o VIL has 9.68 Mbps average download speed & 6.13 Mbps average upload speed across measured routes for coastal drive. (refer table-77)
- o

7. Proposed Key Action Points from TSPs. Key action points (both

short and long term) for TSPs are proposed as under: -

- a. TSPs should take cognizance of the report and carry out network improvement, as required.
- b. All TSPs should carryout physical and soft optimization of their network and confirm with pre and post plots within fifteen days of publication of report.
- c. All TSPs should carry out / plan additional sites to augment their infrastructure. TSPs should provide timelines for the same.
- d. All TSPs to take actions to improve data throughput at route, static and walk test locations, as required.

8. **Draft input for press Release** Draft for Press Release is included in the report.

9. **Recommendations**. It is recommended that a copy of the Drive Test report be shared with the TSPs for their information and necessary corrective action. Further, the TSPs shall update the **Action Plan and Compliance Report through the ATR/PMR Portal in accordance with the ATR Guidelines dated 17-09-2025.**

Digitally signed by
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