

Information Note to the Press (Press Release No. 113/ 2025)

TELECOM REGULATORY AUTHORITY OF INDIA

<https://www.trai.gov.in>

New Delhi, 16 October' 2025

For Immediate Release

TRAI Assesses Network Quality Across Silchar city, Hailakandi & Karimganj districts and adjoining area in the State of Assam under Assam Licensed Service Area

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the Assam (LSA), covering extensive city routes of Silchar city, Hailakandi & Karimganj districts and adjoining areas in the month of August 2025. The drive tests, conducted under the supervision of the TRAI Regional Office, Kolkata, were designed to capture real-world mobile network performance across diverse usage environments- Urban Zones, Institutional Hotspots, rural residential areas etc.

Between 18th August 2025 and 22nd August 2025, TRAI teams conducted detailed tests across Silchar city, Hailakandi & Karimganj districts and adjoining areas in the state of Assam covering 284.1 Km of city drive test, 10 Hotspot locations and 2.4 Km of walk test. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of the 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.

The overall mobile network performance in Silchar city, Hailakandi & Karimganj districts and adjoining areas is summarized below:

Call Setup Success Rate- Airtel, BSNL, RJIL and VIL have call setup success rate of 99.80%, 82.03%, 100.00% and 90.62% respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate- Airtel, BSNL, RJIL and VIL have drop call rate of 1.18%, 3.04%, 0.00% & 0.83% respectively in Auto-selection mode (5G/4G/3G/2G).

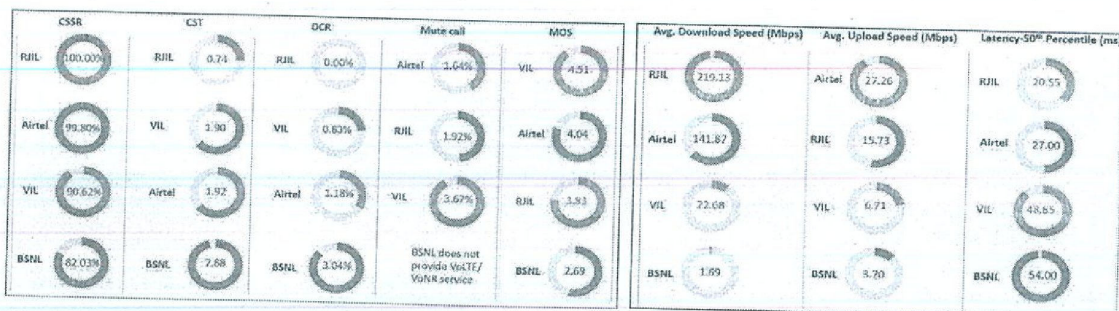
5G Data Services delivered maximum average download speed of 219.13 Mbps and maximum average upload speed of 27.26 Mbps in city drive.

In **Silchar city, Hailakandi & Karimganj districts**, the assessment included the areas of Tarapur, Kumbhirgram, Banshkandi, Rongpur, Kanakpur, Srikona, Kalinagar, Lamajuar, Bagarsangan, Tazpur, Kanishail, Bagbari, kalachera, Kanchanpur & Algapur etc. TRAI also evaluated real-world conditions at (i) Assam University, (ii) Cachar College, Tarapur Silchar, (iii) Court & Office of The District & Sessions Judge Silchar, (iv) D.C. Office Sribhumi Assam, (v) District Sessions Court Hailakandi, (vi) Gangpar Dhumkar Post Office, (vii) Hailakandi Civil Hospital, (viii) Karimganj College Karimganj, (ix) NIT

Silchar, and (x) Silchar Medical College and Hospital through **static testing** and at (i) Hailakandi Railway Station, (ii) New Karimganj Railway Station, and (iii) Silchar Railway Station, through **walk-test**.

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



Summary-Voice services

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 99.80%, 82.03%, 100.00% and 90.62% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

Call Setup Time: Airtel, BSNL, RJIL and VIL have call setup time of 1.92, 2.88, 0.74 & 1.90 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate of 1.18%, 3.04%, 0.00% & 0.83% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Silence/Mute Rate: Airtel, RJIL and VIL have silence call rate of 1.64%, 1.92% and 3.67% respectively in packet switched network (5G/4G).

Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have Average MOS of 4.04, 2.69, 3.83 & 4.51 respectively.

Summary-Data services

Data Download performance (Overall): Average download speed of Airtel (5G/4G/2G) is 141.87 Mbps, BSNL (4G/3G/2G) is 1.69 Mbps, RJIL (5G/4G) is 219.13 Mbps and VIL (4G/2G) is 22.68 Mbps.

Data Upload performance (Overall): Average upload speed of Airtel (5G/4G/2G) is 27.26 Mbps, BSNL (4G/3G/2G) is 3.70 Mbps, RJIL (5G/4G) is 15.73 Mbps and VIL (4G/2G) is 6.71 Mbps.

Latency (Overall): Airtel, BSNL, RJIL & VIL 50th percentile latency is 27.00 ms, 54.00 ms, 20.55 ms & 48.85 ms respectively.

Data performance - Hotspots (in Mbps):

Airtel- 4G D/L: 32.83	4G U/L: 11.05
5G D/L: 153.63	5G U/L: 29.73
BSNL- 4G D/L: 1.56	4G U/L: 4.76
RJIL- 4G D/L: 33.03	4G U/L: 7.02
5G D/L: 311.78	5G U/L: 22.40
VIL- 4G D/L: 26.46	4G U/L: 9.16

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

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 Kaushik Mukherjee, Advisor (Regional Office, Kolkata) TRAI may be contacted on email: adv.kolkata@trai.gov.in or at Tel. No. +91-33-22361401.

K. Mukherjee
(Kaushik Mukherjee)
Advisor, TRAI RO Kolkata