Information Note to the Press (Press Release No .63. / 2025)
TELECOM REGULATORY AUTHORITY OF INDIA
www.trai.gov.in
New Delhi, 25 July 2025
For Immediate Release

TRAI Assesses Network Quality across Dhubri and Kokrajhar City and their adjoining areas 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 Licensed Service Area (LSA), covering extensive city routes of Dhubri and Kokrajhar in the month of June 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 **14th June 2025 to 16th June 2025**, TRAI teams conducted detailed tests across Dhubri and Kokrajhar and surrounding areas including 159.0 Kms of city drive test and 8 Hotspot locations. 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 Telecom Service Providers (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 Servies:** Download/Upload Throughput, Latency, Jitter, Packet Drop Rate, and Video Streaming Delay.

The overall mobile network performance in Dhubri and Kokrajhar is summarized below:

Call Setup Success Rate – Airtel, BSNL, RJIL and VIL have call setup success rate of 100%, 79.07%, 100% and 97.18% respectively in Auto-selection mode (5G/4G/3G/2G).
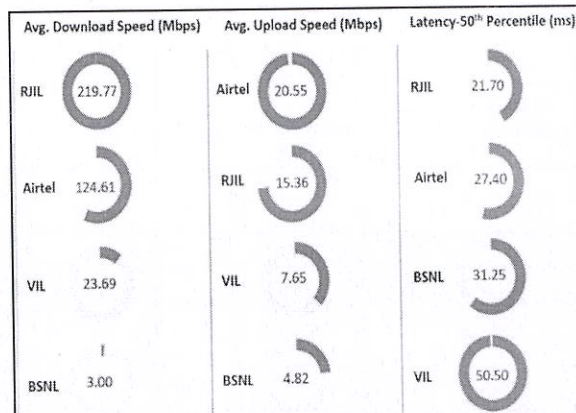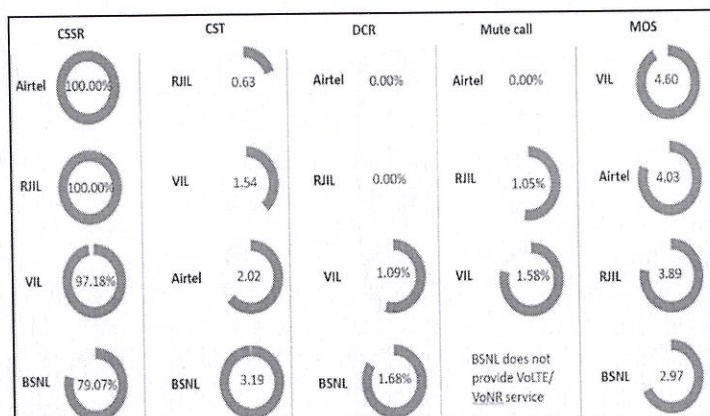
Drop Call Rate - Airtel, BSNL, RJIL and VIL have drop call rate of 0.00%, 1.68%, 0.00% and 1.09% respectively in Auto-selection mode (5G/4G/3G/2G).

5G data services delivered peak download speeds reaching 219.77 Mbps and upload speed touching 20.55 Mbps in city hotspots.

In **Dhubri**, the assessment included the areas of Chokapara Pt.III, Gopigaon Pt.III, Bangalipara Pt.II, Bogribari, Alomganj, Khudimari, Jhagrarpar and Bidyapara etc. and in **Kokrajhar**, the areas of Dobgaon, Khargaon, Magurmari, Hatimatha, Narabari, Owabari, Gendrabil and Mokrapara. TRAI also evaluated real-world conditions at (i) B.N. College, Dhubri (ii) Chakrasila Wildlife Sanctuary, Kokrajhar, (iii) Deputy Commissioner Office, Kokrajhar, (iv) Dhubri Bus Stand, (v) IWD Ro-Ro Dhubri River Port, (vi) Kokrajhar Govt. College, (vii) Kokrajhar Medical College & Hospital, (viii) Office of DC and Court Building, Dhubri to reflect stationary user experience.

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	100.00%	RJIL	0.63	Airtel	0.00%	Airtel	0.00%	VIL	4.60
RJIL	100.00%	VIL	1.54	RJIL	0.00%	RJIL	1.05%	Airtel	4.03
VIL	97.18%	Airtel	2.02	VIL	1.09%	VIL	1.58%	RJIL	3.89
BSNL	79.07%	BSNL	3.19	BSNL	1.68%	BSNL does not provide VoLTE/VoNR service		BSNL	2.97

Avg. Download Speed (Mbps)		Avg. Upload Speed (Mbps)		Latency-50th Percentile (ms)	
RJIL	219.77	Airtel	20.55	RJIL	21.70
Airtel	124.61	RJIL	15.36	Airtel	27.40
VIL	23.69	VIL	7.65	BSNL	31.25
BSNL	3.00	BSNL	4.82	VIL	50.50

Summary-Voice services

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have call setup success rate of 100.00%, 79.07%, 100.00% and 97.18% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Setup Time: Airtel, BSNL, RJIL and VIL have call setup time of 2.02, 3.19, 0.63 & 1.54 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%, 1.68%, 0.00% & 1.09% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Silence/Mute Rate: Airtel, RJIL and VIL have silence call rate 0.00%, 1.05% and 1.58% respectively in packet switched network (5G/4G).

Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have Average MOS of 4.03, 2.97, 3.89 & 4.60 respectively.

Summary-Data services

Data Download performance (Overall): Average download speed of Airtel (5G/4G) is 124.61 Mbps, BSNL (4G/2G) is 3.00 Mbps, RJIL (5G/4G) is 219.77 Mbps and VIL (4G/2G) is 23.69 Mbps.
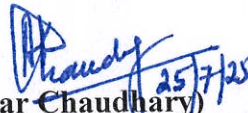
Data Upload performance (Overall): Average upload speed of Airtel (5G/4G/) is 20.55 Mbps, BSNL (4G/2G) is 4.82 Mbps, RJIL (5G/4G) is 15.36 Mbps and VIL (4G/2G) is 7.65 Mbps.

Data performance - Hotspots (in Mbps):

Airtel-	4G D/L: 54.13	4G U/L: 13.67
	5G D/L: 50.60	5G U/L: 14.65
BSNL-	4G D/L: 4.08	4G U/L: 9.02
RJIL-	4G D/L: 37.55	4G U/L: 7.72
	5G D/L: 92.00	5G U/L: 6.64
VIL-	4G D/L: 15.81	4G U/L: 6.53

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

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

25/7/25

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