



भारतीयदूरसंचारविनियामकप्राधिकरण  
**TELECOM REGULATORY AUTHORITY OF INDIA**  
**REGIONAL OFFICE HYDERABAD**  
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File No. TRAI/RO/HYD/IDT/Madurai City/TN

Date: 14-08-2025

To,  
All Access Services (Wireless) Providers of Tamil Nadu LSA,  
(M/s Airtel, M/s BSNL, M/s RJIL, M/s VIL)

Sub: Time bound remedial action and submission of compliance report on  
shortcomings observed during Independent Drive Test conducted in  
TNLSA (Madurai City) during July' 2025.

TRAI, RO, Hyderabad has conducted Independent Drive Test (IDT) in Madurai of TN LSA  
for assessment of Quality of Service of Cellular Mobile Networks through a third-party  
agency.

The IDT was conducted in and around Madurai City of TNLSA w.e.f. 17.07.2025 to  
20.08.2025 covering about 454.6Kms of drive route in Madurai City, Walk test 4.2Kms  
and 7 Hotspots. Findings of IDT of Madurai City may be seen in the attached IDT report  
dated 09.08.2025.

In this regard, the provisions of sub-regulation (5) of Regulation 7 under section IV of “The  
Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline  
and Wireless) Service Regulations, 2024” may be referred which inter alia states that:  
“In respect of drive test conducted by the Authority or joint drive tests under sub-  
regulation (3), the service provider shall submit to the Authority—

- (a) its action plan for removal of the shortcomings or deficiencies, within fifteen days of  
receipt of the communication from the Authority about such shortcomings or  
deficiencies; and
- (b) its compliance report, after completing the remedial action, within three months of  
submission of action plan, and in case, remedial action is not completed within three  
months of submission of action plan, then a quarterly compliance report shall be  
submitted till completion of the remedial action.”

Accordingly, you are requested to go through the IDT report dated 09.08.2025 of Madurai  
City of TN LSA and **submit plan of action** for removing shortcomings or deficiencies of  
the IDT **within fifteen days** of the receipt of report and also take time bound necessary  
action in respect of shortcomings or deficiencies observed in your network during IDT as  
per above provisions of the QoS Regulation and submit the compliance report.

(M. Venkatapathi)  
SRO, TRAI RO,  
Hyderabad.