

New Delhi, 13 January 2026

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 November 2025. 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 03rd November 2025 to 07th November 2025, TRAI teams conducted detailed tests across **320.2 Kms of Mumbai including 192.4 Kms of City drive, 7 Hot spots, 3.1 Kms Walk Test, Coastal drive of 9.7 Kms and 115 Kms of Local Railway drive**. 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:

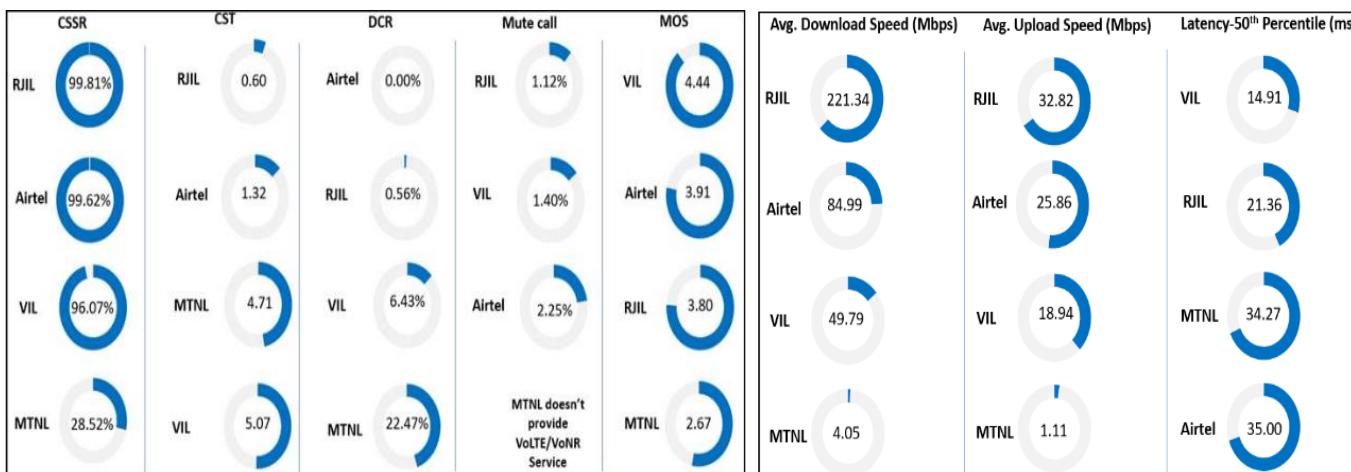
- a) **Voice Services:** Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence Rate, Speech Quality (MOS), Coverage.
- b) **Data Services:** Download/Upload Throughput, Latency, Jitter, Packet Drop Rate, and Video Streaming Delay.

Call Setup Success Rate - Airtel, MTNL, RJIL and VIL have 99.62%, 28.52%, 99.81% and 96.07% 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%, 22.47%, 0.56% and 6.43% respectively in Auto-selection mode (5G/4G/3G/2G).

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

Call Setup Success Rate: Airtel, MTNL, RJIL and VIL have 99.62%, 28.52%, 99.81% and 96.07% 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 1.32, 4.71, 0.60 and 5.07 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate: Airtel, MTNL, RJIL and VIL have drop call rate 0.00%, 22.47%, 0.56% and 6.43% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Silence/Mute Rate: Airtel, RJIL and VIL have silence call rate 2.25%, 1.12% and 1.40% respectively in packet switched network (4G/5G).

Mean Opinion Score (MOS): Airtel, MTNL, RJIL and VIL have average MOS of 3.91, 2.67, 3.80 and 4.44 respectively.

Summary-Data services

Data Download performance (Overall): Average download speed of Airtel (5G/4G/2G) is 84.99 Mbps, MTNL (3G/2G) is 4.05 Mbps, RJIL (5G/4G) is 221.34 Mbps and VIL (5G/4G/2G) is 49.79 Mbps.

Data Upload performance (Overall): Average upload speed of Airtel (5G/4G/2G) is 25.86 Mbps, MTNL (3G/2G) is 1.11 Mbps, RJIL (5G/4G) is 32.82 Mbps and VIL (5G/4G/2G) is 18.94 Mbps.

Latency (Overall): Airtel, MTNL, RJIL & VIL 50th percentile latency is 35.00 ms, 34.27 ms, 21.36 ms & 14.91 ms respectively.

Data performance - Hotspots (in Mbps):

Airtel-	4G D/L: 33.56	4G U/L: 7.11
	5G D/L: 134.32	5G U/L: 36.85
RJIL-	4G D/L: 42.39	4G U/L: 12.21
	5G D/L: 319.76	5G U/L: 34.13
VIL-	4G D/L: 28.97	4G U/L: 12.44
	5G D/L: 51.52	5G U/L: 21.72

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 Navy Nagar, Colaba, Cuffe Parade, Byculla, Sewari, Dadar, Dharavi, Sion Koliwala, Wadala, Sangam Nagar, Kherwadi, Bandra East, Kurla West, Kurla, Chembur, Deonar, Tilak Nagar, Ghatkopar West, Jagdusha Nagar, Jagruti Nagar, Mankhurd, Maharastra Nagar and Kharkopar etc.

TRAI also evaluated real-world conditions at Collector Office Chembur East, CSMT Railway Station, Ghatkopar Railway Station, KEM Hospital Sion Koliwada, Saki Naka Metro Station, Sion Circle and Market Area Sion Koliwada, Veermata Jijabai Bhosale Udyana, and Museum Byculla to reflect stationary user experience.

The walk tests, conducted on 06th and 07th November 2025 focused on Lokmanya Tilak Terminus and Tata Memorial Hospital and Wadala Station East, capturing mobile network behaviour in crowded pedestrian environments.

The Local Railway drive test route covered CSMT to Khopoli to understand quality of service along the route.

The Coastal drive test route covered Gateway of India to Karanja and back to Gateway of India 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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